



Shift Briefing Bulletin

Subject:	COVID-19 – Enhanced Border Measures - Air
Date:	March 16, 2020

This shift briefing bulletin applies to border services officers (BSOs) working at airports of entry (AOE), the Telephone Reporting Centre (TRC) and verification offices.

Details:

To prevent potential transmission to Canada of the virus that is the cause of COVID-19, Public Health Agency of Canada (PHAC) Health Portfolio Operations Centre (HPOC) is implementing enhanced border measures at Canadian airports to identify and effectively screen persons who are feeling ill or unwell.

Effective immediately, all airports are expected to increase the number of officers on the floor, and those who are roving, to visually inspect and question travellers about their health as they arrive and are processed for entry to Canada. This is in addition to maintaining normal staffing levels even though traveller volumes may be decreasing. Travellers who appear visually ill, or confirm that they are ill or unwell, and have symptoms consistent with COVID-19 are to be referred for further examination.

BSOs are to ask each traveller if they currently have a cough, difficulty breathing, or feel that they have a fever. If a traveller responds in the affirmative, they are to be isolated at the earliest opportunity, and provided a mask kit. In addition, they are to fill out the PHAC Coronavirus form, which allows health authorities to monitor and track those who have been in the impacted region and were asked to self-isolate. The form captures basic tombstone data, flight data, and contact information for the passenger while in Canada. These travellers will be automatically referred to a PHAC quarantine officer.

BSOs are to use a risk-based approach when processing travellers from around the world. To that end, when it comes to the COVID-19 situation, CBSA officers are to remain vigilant with respect to travellers coming from countries and regions where significant numbers of confirmed cases exist. BSOs are to use discretionary questioning techniques to establish whether or not a traveller may be ill, unwell or potentially transmitting COVID-19.

Should an airline advise the CBSA of an ill traveller on board arriving at an international airport, CBSA officers, along with local emergency medical services and a PHAC resource, if on site, are to meet the aircraft at the gate. The airline will have the identified passenger disembark upon arrival and identify them to the CBSA officer. The officer is to provide the traveller a surgical mask and escort them to a designated location for further processing.

Actions required by BSOs working at AOE:

BSOs working at all airport, as screening officers under the Quarantine Act, will follow health screening protocols by visually inspecting all travellers for signs of illness or disease as they approach the primary inspection line (PIL) and asking specific enhanced screening questions.

All travellers are required to answer the following question at the kiosks:

- PHAC Q: "Do you currently have a cough, difficulty breathing, or feel you have a fever?"

Each traveller will be required to make the following declaration:

- Declaration: "I acknowledge that I am/we are being asked to self-isolate for the next 14 days to prevent the potential spread of COVID-19."



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Podium / triage / referral / document verification officers are required to pay close attention to answers on the Primary Inspection Kiosk (PIK), ABC and NEXUS kiosk receipts.

When travellers are processed at a standard PIL or at the special services counter, the BSO will ask the traveller if they currently have a cough, difficulty breathing, or feel that they have a fever and mark the answers on the back of the E311, CBSA Declaration Card in the following fashion (*Note this includes travellers processed via the NEXUS kiosk in Winnipeg or Calgary, the BSO is required to have the traveller verbally confirm the self-isolation declaration*):

- PHAC Q – Yes or No

The BSO will then have the traveller acknowledge that they are being asked to self-isolate for the next 14 days to prevent the potential spread of COVID-19. This acknowledgement will be marked on the E311 as "ACKN 14 S-I".

All travellers, who initially responded to the PHAC question at a kiosk, are to be asked again by the podium / triage / referral / document verification officer if the traveller currently have a cough, difficulty breathing, or feel that they have a fever.

For any traveller who indicates they have a cough, difficulty breathing, or feel that they have a fever the PIL BSO, podium, triage, referral, or document verification officer will refer the traveller to secondary and advise the secondary BSO of the situation and the need to refer the traveller to a QO for a suspected syndromal case.

The BSO is to issue a PHAC mask kit to the traveller, ask the traveller to wear the surgical mask contained in the kit, have them complete the PHAC Coronavirus Form, and make a mandatory referral for the traveller to report to a QO for further questioning.

BSOs will follow instructions on the handling of completed Coronavirus Forms contained in the PHAC document titled, "Interim Process for Handling "Coronavirus Forms" at Points of Entry by CBSA Screening Officers or PHAC Officers" (attached file Appendix 1).

Note: BSOs are to follow procedures for contacting the PHAC Notification Line contained on the Screening Officer Cue Cards, Shift Briefing Bulletin 2019-HQ-AC-05-15, and in the Quarantine Standard Operating Procedures. BSOs must call the PHAC Notification Line to refer the traveller to a QO regardless of whether or not any PHAC staff are present at the airport.

BSOs are to follow the directions of the PHAC QO once they have made the referral. These travellers should be provided with the RED PHAC handout (attached file Appendix 2) which asks them to self-isolate.

Travellers who have answered "No" to the question and who are not exhibiting signs of an illness or indicators of deception may be released after all of the customs and immigration processes are completed. These travellers should be provided with the GREEN PHAC handout (attached file Appendix 3).

Important: It is possible that a traveller may respond in the negative to the question and yet exhibit symptoms of possible illness (e.g., coughing; sneezing; excessive sweating, which may indicate fever; etc.) or exhibit indicators that they are not being truthful with their answer. In such cases, the BSO will make a mandatory referral to a QO, and advise the QO of the signs of illness or indicators of deception.

A referral to a QO may coincide with another referral, i.e., immigration, customs or food, plant or animal (FPA). In such a case, the QO referral will take precedence over the immigration, customs



or FPA referral. Once cleared by the QO, the traveller is to be processed for immigration, customs or FPA concerns according to the same procedures that exist today.

Personal protective equipment:

Please refer to the shift briefing bulletin [2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#).

Referrals from the Primary Inspection Kiosks (PIK):

PIK kiosks have been programmed to ask all travellers the question listed above.

If the traveller answers the question in the affirmative, the PIK receipt will be marked with the number 1 at position #8 of the referral coding zone at the top of the receipt to indicate that the traveller answered Yes to the PHAC Special Other Government Department (SOGD) question. A sample of the receipt coding zone is included below.

If the traveller answered Yes to the question, the BSO will follow procedures listed above.

Note: PIK will refer all traveller who respond Yes to the referral officer for further questioning and screening.

It is also important to note that PIK allows up to three SOGD questions and that the order of these questions is hierarchical. When multiple SOGD questions are active in the system (currently novel coronavirus and cannabis), only the code of the question that is placed higher in the hierarchical order will be printed as there is only one position on the receipt dedicated to SOGD coding. As a result, when travellers answer in the affirmative to both questions (coronavirus and cannabis), only the SOGD code for the coronavirus question will be printed on the receipt while this question remains active. Officers can review SPPH to determine if travellers answered the cannabis SOGD in the affirmative.

Canada Border Services Agency / Agence des services frontaliers du Canada

6 Declaration Card / Carte de déclaration

Do not fold / Ne pliez pas

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Photo

XXXXXXXXXXXXXXXX Name XXXXXXXXXXXXXXXXXXXX

DOB CIT Passport ###

SSSS_D&T_SSS.SS

Referrals from the Automated Border Clearance (ABC) kiosks:

Note: Pending programming of the kiosk, the SOGD question should be posted at ABC kiosks.

If a traveller answers in the affirmative to the question, the ABC kiosk will code the referral receipt as follows:

- The number 1 will appear in the last numeric spot on the second line of coding.

When a traveller is referred from the ABC kiosk with the above code, the first officer (normally a document verification officer or triage) to which they present themselves will follow procedures listed above.



Referrals from the NEXUS kiosks:

- New NEXUS kiosks

NEXUS kiosks have been programmed to ask all travellers the question listed above.

If the traveller answers in the affirmative to the question, the NEXUS receipt will be marked with the number 1 at position #8 of the referral coding zone at the top of the receipt to indicate that the traveller answered Yes to the PHAC SOGD question.

When a traveller is referred from the NEXUS kiosk with the above code, the point officer to whom they present themselves will follow procedures listed above.

- Old NEXUS kiosks

NEXUS kiosks have been programmed to ask all travellers the question listed above.

If the traveller answers in the affirmative to the question, the kiosk receipt will display "PH" as depicted below.



When a traveller is referred from the NEXUS kiosk with the above code, the point officer to whom they present themselves will follow procedures listed above.

Actions required by BSOs working at the TRC:

TRC officers, to assist in screening of travellers arriving in Canada on general aviation flights (private and corporate/business aircraft) will confirm with the aircraft operator the foreign point of origin of all travellers, for their journey to Canada and pose the enhanced screening question to



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the operator/pilot during the first call to the TRC (48-2 hour advance notification). The TRC officer will also ask the operator/pilot if any travellers have a cough, difficulty breathing, or feel like they have a fever. The operator/pilot will be instructed to obtain this information from all passengers on board and call the TRC back, if needed.

Additionally, the TRC officer will instruct the pilot to advise all travellers on board that they are being asked to self-isolate for 14 days upon arrival in Canada. The TRC BSO will ask the pilot to acknowledge that all the travellers will be asked to self-isolate for 14 days.

If it is determined that a traveller on board an inbound general aviation flight is reported to be displaying any signs of illness associated with the coronavirus (or any other communicable disease), the TRC officer will make a secondary referral in the TRC System for quarantine screening and notify the superintendent at the responding verification office of the referral details.

Actions required by BSOs and superintendents working at verification offices:

The superintendent will discuss the situation with BSOs attending arriving inbound flights and ensure that the BSOs have the appropriate personal protective equipment for their use when dealing with a potentially ill traveller.

In all cases of a referral (including immigration or customs), upon meeting the flight, verification officers will screen all travellers for signs of a communicable disease and make a referral to a QO by calling the PHAC Notification Line, if required.

For any traveller who has a cough, difficulty breathing, or a fever, BSOs are to provide the PHAC Coronavirus Form to the traveller and have them complete it. The traveller should be provided with their own pen which they can keep. BSOs will follow instructions on the handling of completed Coronavirus Forms contained in the PHAC document titled, "Interim Process for Handling "Coronavirus Forms" at Points of Entry by CBSA Screening Officers or PHAC Officers" (attached file Appendix 4). On a daily basis, a designated BSO or superintendent is to ship the completed forms (still in envelopes) to the closest PHAC regional office at the CBSA's expense.

BSOs will then refer the traveller for assessment by a QO. In addition, verification BSOs will ask all travellers to acknowledge that they are being asked to self-isolate for 14 days upon entering Canada.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures, collect all E311s with the PHAC SOGD question answered in the affirmative, and keep statistics on all travellers who were referred to a QO.

- Superintendents will be required to submit a daily report the Border Operations Centre (BOC) that will include the following:
 - the number of travellers who answered YES to the PHAC SOGD questions posed by a PIL officer or a special service counter officer (those that are not already captured by kiosks).
 - the number of travellers who filled out the PHAC Coronavirus Form;
 - The number of travellers referred for feeling ill or unwell and who met the syndromal case definition of COVID-19.



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- The report must be provided at the end of the day (preferably soon after midnight but not later than 0400 hrs local time) for the entire preceding 24 hours period (0000 - 2400 hrs) including on weekends and holidays.
- BOC is available by telephone at (613) 960-6001, or by email at [Border Operations Centre / Centre des Operations Frontalières \(CBSA/ASFC\)](#).

Superintendents will ensure that officers promptly acquit all referrals in the Secondary Processing (SP) application.

Delivery of completed PHAC Coronavirus Forms to PHAC:

PHAC Coronavirus Forms collected from travellers are to be hand-delivered (where applicable) or couriered to the following locations:

For Vancouver, Edmonton, Calgary and Winnipeg Airports

PHAC, Quarantine Services
Vancouver International Airport
Room C2375.0A International Arrivals
3211 Grant McConachie Way, Richmond, BC V7B 0A4
Attention: Amal Remu

For Toronto Pearson, Billy Bishop and Ottawa Airports

PHAC Ontario/Regional Office
180 Queen Street West, 11th Floor
Toronto, Ontario M5V 3L7
Attention: Henry Koo

For Montreal, Quebec City and Halifax Airports

PHAC, Quarantine Services
Building PE Trudeau International Airport, Floor 4, Room 400
975 Roméo-Vachon North Blvd
Dorval, Quebec H4Y 1H1
Attention: Genevieve Gravel

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

Quarantine Standard Operating Procedures

2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures

Job aid: Role of the BSO (screening officer)



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2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus

2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus (2019-nCoV)

Interim Process for Handling "Coronavirus Forms" at Points of Entry by CBSA Screening Officers or PHAC Officers

Issued by:

Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	COVID-19 Enhanced Border Measures at Land, Rail and Ferry Ports of Entry in support of self-isolation
Date:	March 16, 2020 (2020-03-16 07:35 PM)

This shift briefing bulletin applies to border services officers (BSOs) working at land, rail and ferry ports of entry (POE). The objective of the enhanced measures is to raise awareness of COVID-19 in travellers crossing the border at POEs.

Details:

To prevent potential transmission to Canada of the virus that is the cause of COVID-19, Public Health Agency of Canada (PHAC) Health Portfolio Operations Centre (HPOC) is implementing enhanced border measures at ports of entry to identify and effectively screen persons who are feeling ill or unwell and to inform travellers of the need to self-isolate for 14 days.

BSOs are to ask each traveller if they currently have a cough, difficulty breathing, or feel that they have a fever. If a traveller responds in the affirmative, they are to be isolated at the earliest opportunity, and provided a mask kit. In addition, they are to fill out the PHAC Coronavirus form, which allows health authorities to monitor and track those who have been in the impacted region and were asked to self-isolate. The form captures basic tombstone data, flight data, and contact information for the passenger while in Canada. These travellers will be automatically referred to a PHAC quarantine officer.

BSOs are to use a risk-based approach when processing travellers from around the world. To that end, when it comes to the COVID-19 situation, CBSA officers are to remain vigilant with respect to travellers coming from countries and regions where significant numbers of confirmed cases exist. BSOs are to use discretionary questioning techniques to establish whether or not a traveller may be ill, unwell or potentially transmitting COVID-19.

Important: Under the International Health Regulations, to which Canada is a signatory, all travellers arriving in Canada who are ill or may be ill with a communicable disease, must be referred to Canadian health authorities for assessment and medical treatment until such time as they no longer present a threat to the public in Canada or abroad. This means that ill foreign nationals who arrive at POEs may not be instructed to go back to their country of origin (in the land mode, drive back to the United States) while exhibiting signs of a suspected communicable disease and must always be referred to a PHAC quarantine officer (QO) for a health assessment.

Note: Immigration and customs processing, questioning and examination are suspended until all screening, health assessment and medical examination/treatment under the Quarantine Act have been completed.

Actions required by BSOs working at POEs:

BSO working at the primary inspection line (PIL)

BSOs working at all land, rail and ferry POEs, as screening officers under the Quarantine Act, will follow health screening protocols by visually inspecting all travellers for signs of illness or disease as they approach PIL and asking specific enhanced screening questions.

All travellers (including those arriving through NEXUS lanes) are required to answer the following questions:

- PHAC Q: "Do you currently have a cough, difficulty breathing, or feel you have a fever?"



The PIL BSO will pose the question to all arriving travellers and mark the answers on the back of the E67 (BSF235), Secondary Referral form or E311, CBSA Declaration Card, whichever is applicable, in the following fashion:

- PHAC Q1 – Yes or No

The BSO will then have the traveller acknowledge that they are being asked to self-isolate for the next 14 days to prevent the potential spread of COVID-19.

- Declaration: "Do you acknowledge that you are being asked to self-isolate for the next 14 days to prevent the potential spread of COVID-19."

The PIL BSO will pose the question to all arriving travellers and mark the answers on the back of the E67 (BSF235), Secondary Referral form or E311, CBSA Declaration Card, whichever is applicable, in the following fashion:

- "ACKN 14 S-I".

Note: There is no referral associated with the acknowledgement.

Travellers who have answered No the PHAC screening question, acknowledge they will be asked to self-isolate and who are not exhibiting signs of an illness or indicators of deception may be released after all of the customs and immigration processes are completed. When returning travel documents to travellers, the BSO shall provide the travellers with the GREEN PHAC handout (attached file Appendix 3).

Note: Asymptomatic travellers who are seeking entry into Canada as a result of the following reasons for travel are exempt from the requested self-isolation and as such, should not be asked to self-isolate : travel associated with the movement of healthy workers in the trades and transportation sector such as flight crews, truck drivers, railroaders, mariners, or the movement of other healthy workers across our border to go to work, including health care providers and critical infrastructure workers.

Note: PIL BSOs may exercise discretion in posing the enhanced screening questions to frequent travellers (e.g., commuters) if they know that the traveller has recently been screened.

For any traveller who indicates they have a cough, difficulty breathing, or feel that they have a fever the PIL BSO will refer the traveller to secondary and advise the secondary BSO of the situation and the need to refer the traveller to a QO for a suspected syndromal case.

If the traveller answered "No" to the PHAC screening question but is visibly ill, the BSO will confirm if the traveller meets the syndromal case definition by asking the traveller additional questions about their specific symptoms (e.g., Are you experiencing fever, cough or difficulty breathing?). BSOs will refer to their PHAC Screening Officer Cure Card for information on signs and symptoms of concern and when to notify a PHAC QO.

A syndromal case of concern presents itself with the following signs and symptoms:

Traveller has a fever of 38° C or greater (**OR** two [2] or more signs of fever, e.g., shivering, flushed skin, excessive sweating, complaints of feeling feverish); **AND** one (1) or more of the following symptoms:

- a. Difficulty breathing;
- b. Repeated cough;
- c. Diarrhea;



- d. Headache;
- e. Recent confusion;
- f. Skin rash;
- g. Bruising / bleeding without previous injury.

If the traveller confirms they have a fever (or the BSO observes signs of a fever) and one (1) or more of the above listed symptoms, the PIL BSO will refer the traveller to secondary and advise the secondary BSO of the situation and the need to refer the traveller to a QO for a suspected syndromal case.

Note: When a traveller is referred to secondary for processing under the Quarantine Act, all outstanding immigration and customs examinations will be completed by the secondary BSO once the enhanced health measures are completed (filling out of Coronavirus Form, issuance of a mask kit, or isolation and referral to a QO).

Depending on the set up of the POE, either the PIL or secondary BSO will direct the traveller to park their vehicle on the far side of the secondary area.

BSOs working in secondary

If applicable, the secondary BSO will ask the driver to park the car in a far area of secondary.

If the traveller answered Yes PHAC question, the secondary BSO will issue a PHAC mask kit to the traveller, ask the traveller to wear the surgical mask contained in the kit, ask them to remain in the vehicle, have them fill out the PHAC Coronavirus Form, and contact a PHAC QO for further questioning and health assessment. If it is not feasible for the traveller to remain in the vehicle, and in case of bus travellers or pedestrians, the ill person will be escorted to an isolation room.

Important: In all cases when an ill traveller is identified, all other persons in the vehicle who arrived with the ill person should be given a surgical mask to wear and asked to step out of the car and wait in a safe area until the QO assessment of the ill person is completed.

Note: BSOs are to follow procedures for contacting the PHAC Notification Line contained on the Screening Officer Cue Cards, Shift Briefing Bulletin 2019-HQ-AC-05-15, and in the Quarantine Standard Operating Procedures.

Note: BSOs will follow instructions on the handling of completed Coronavirus Forms contained in the PHAC document titled, "Interim Process for Handling "Coronavirus Forms" at Points of Entry by CBSA Screening Officers or PHAC Officers" (attached file: Appendix 1).

BSOs are to follow the directions of the PHAC QO once they have made the referral. These travellers should be provided with the RED PHAC handout (attached file Appendix 2) which asks them to self-isolate.

The BSO will then complete immigration and customs examinations as normal.

Once all measures under the Quarantine Act are completed, the secondary BSO will complete all remaining immigration and customs examinations. Depending on the case, this may include completing of customs primary questioning.

A referral to a QO may coincide with another referral, i.e., immigration, customs or food, plant or animal (FPA). In such a case, the QO referral will take precedence over the immigration, customs or FPA referral. Once cleared by the QO, the traveller is to be processed for immigration, customs or FPA concerns according to the same procedures that exist today.

Processing of travellers arriving on buses and trains



At locations with bus and train PIL, all passengers should be processed through standard PIL. At locations without bus or train PIL, BSOs should make every effort to afford travellers privacy when conducting screening under the Quarantine Act and further CBSA processing.

If an ill traveller is identified on a bus or a train, the BSO will confirm a syndromal case definition and contact a PHAC QO. The BSO will not release other bus or train passengers (in as much as it is feasible) and explain the situation to the QO. The QO will make a decision whether or not further follow-up is required with respect to other travellers on the bus or the train car where the ill person was seated (e.g., collection of traveller information on Traveller Locator Cards, etc.).

Personal protective equipment:

Please refer to the shift briefing bulletin [2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#).

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures, collect all E67s and E311s with the PHAC SOGD questions answered in the affirmative, and keep statistics on all travellers who were referred to a QO.

- Superintendents will be required to submit a daily report the Border Operations Centre (BOC) that will include the following:
 - the number of travellers who answered YES to the PHAC SOGD questions posed by a PIL officer;
 - the number of travellers who filled out the PHAC Coronavirus;
 - The number of travellers referred for feeling ill or unwell and who met the syndromal case definition of COVID-19.
- The report must be provided at the end of the day (preferably soon after midnight but not later than 0400 hrs local time) for the entire preceding 24 hours period (0000 - 2400 hrs) including on weekends and holidays.
- BOC is available by telephone at (613) 960-6001, or by email at [Border Operations Centre / Centre des Operations Frontalières \(CBSA/ASFC\)](#).

Superintendents will ensure that officers promptly acquit all referrals in the Secondary Processing (SP) application.

Delivery of completed PHAC Coronavirus Forms to PHAC:

On a daily basis, a designated BSO or superintendent is to ship the completed forms to the closest PHAC regional office at the CBSA's expense.

PHAC Coronavirus Forms collected from travellers are to be couriered to the following locations:

Pacific and Prairie Regions

PHAC, Quarantine Services
Vancouver International Airport
Room C2375.0A International Arrivals
3211 Grant McConachie Way, Richmond, BC V7B 0A4
Attention: Amal Remu



NOR, SOR and GTA regions

PHAC Ontario/Regional Office
180 Queen Street West, 11th Floor
Toronto, Ontario M5V 3L7
Attention: Henry Koo

Quebec and Atlantic Regions

PHAC, Quarantine Services
Building PE Trudeau International Airport, Floor 4, Room 400
975 Roméo-Vachon North Blvd
Dorval, Quebec H4Y 1H1
Attention: Genevieve Gravel

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

Quarantine Standard Operating Procedures

2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures

Job aid: Role of the BSO (screening officer)

2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus

2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus (2019-nCoV)

Interim Process for Handling "Coronavirus Forms" at Points of Entry by CBSA Screening Officers or PHAC Officers

Issued by:

Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	Restricting the non-essential travel to Canada of U.S citizens and other foreign nationals arriving from the United States by land, rail, ferry and maritime
Date:	March 20, 2020

This shift briefing bulletin applies to US citizens and foreign nationals.

Details:

The Government of Canada continues to do everything possible to protect the health, safety, and wellbeing of Canadians, working closely with its partners in Canada and the United States (U.S.) to limit the spread of the COVID-19 pandemic.

The Canada-U.S land border serves as an economic engine that supports over \$2.4 billion dollars in trade per day. As a result of the COVID-19 pandemic, Canada and the U.S. are temporarily restricting all non-essential travel across its borders. In our respective countries, individuals are encouraged and are recommended to exercise caution by avoiding unnecessary contact with others (social distancing). This collaborative and reciprocal measure is an extension of that prudent approach.

Canada and the U.S. recognize the critical necessity to preserve supply chains between both countries. These supply chains ensure that food, fuel, and life-saving medicines reach people on both sides of the border. Supply chains, including trucking, will not be impacted by this new measure. This travel should not be impacted.

To help manage the threat posed by international travel, Canada announced a reciprocal agreement with the U.S. for citizens of both countries who are travelling for non-essential, optional or discretionary reasons.

Non-essential travel from the United States includes, but not limited to:

- Tourism;
- Recreation;
- shopping for non-essential goods; and/or
- sightseeing.

Under the agreement, Canadian and American citizens cannot cross the border for these purposes. In addition, all other foreign nationals seeking entry into Canada from the United States for non-essential purposes are restricted.

Important: Persons seeking entry to Canada from the United States for essential reasons described as travel necessary for:

- economic services and supply chains;
- critical infrastructure support;
- health (immediate medical care), safety and security;
- indigenous communities (both travel to support these communities and indigenous individuals);
- transiting through Canada for essential purposes;



- cross-border employment;
- tending to family matters for essential purposes (bringing supplies to elderly parents or tending to sick family members);
- educational purposes;
- shopping for essential goods such as medication or basic needs; and/or
- any other activities at the discretion of the officer that are deemed essential in nature.

BSOs are to be as permissible as possible and use discretion when enforcing the restrictions.

NOTE: All persons seeking entry into Canada for the purpose of commerce, trade, economic services and supply chains are to be granted entry into Canada. This travel is essential and is not to be restricted.

The measure will come into force on Saturday, March 21, at 00:01 a.m. EST, at which time the U.S. and Canada will temporarily restrict all non-essential travel across the Canada-U.S. border. The measure will be in place for 30 days, at which point it will be reviewed by both parties.

Actions required by BSOs

The BSO is to ask the traveller the purpose of their trip to Canada to determine if it meets the essential or non-essential category. The BSO is to use additional discretionary questioning as required to help determine the purpose of the travel.

If applicable, and the traveller is referred to secondary, the PIL BSO will mark the answers on the back of the Secondary Referral form in the following fashion:

- Type of Travel: "Essential" or "non-essential"

The BSO is to follow below process based on determination of purpose related to the individual's travel to Canada.

Essential Travel

Asymptomatic:

BSO to ask the following question to the traveller:

- PHAC Q: "Do you currently have a cough, difficulty breathing, or feel you have a fever?"

The PIL BSO will mark the answers on the back of the E67 (BSF235), Secondary Referral form or E311, CBSA Declaration Card, whichever is applicable, in the following fashion:

- PHAC Q1 – Yes or No

If the response is "No", and the traveller is seeking entry into Canada as a result of the following reasons for travel: travel associated with the movement of healthy workers in the trades and transportation sector such as flight crews, truck drivers, railroaders, mariners, or the movement of other healthy workers across our border to go to work, including health care providers and critical infrastructure workers – they are exempt from the requested 14 day self-isolation. That said, the traveller is asked to monitor their symptoms while in Canada, and self-isolate when they can. *For example, a trucker who is coming into Canada is not required to self-isolate immediately upon entry, however, between loads, they are asked to self-isolate similar to all other travellers.*

For any traveller who is entering on essential grounds, and will be staying in Canada for an extended time (more than one day), and do not meet one of the self-isolation exemptions above,



they are to self-isolate for the period in which they are in Canada. For those entering Canada for a short period of time (less than 1 day) for essential travel, they are to be instructed to monitor their health.

If the response is "Yes" the BSO is to refer the traveller to secondary, and follow the process for symptomatic travellers.

Symptomatic:

If a traveller is symptomatic, they are to determine if the traveller requires immediate medical attention. If the traveller requires immediate medical attention, the local emergency medical service is to be called. The traveller examination is to be deferred in accordance with existing processes.

A foreign national who does not require immediate medical attention, and exhibits signs and symptoms of illness suggesting respiratory infection, will not be allowed to enter Canada.

The following symptoms need to be present to restrict the entry of a foreign national as a result of being symptomatic:

- a) A fever and cough; or
- b) A fever and breathing difficulties.

Travellers who have the above mentioned symptoms are to be advised that they are subject to the prohibition on entry in accordance with the order made under section 58 of the *Quarantine Act*.

Regulatory amendments to the IRPR have been made in order to provide the Minister of Public Safety and Emergency Preparedness and the CBSA with the necessary authorities to prohibit entry into Canada of certain classes of foreign nationals under the *Emergencies Act* and the *Quarantine Act*, while also ensuring the ongoing integrity of Canada's borders in the economic interests of Canada, and the health and safety of Canadians.

For more information please consult the Operational Bulletin titled *Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic*, the Operational Bulletin titled *COVID-19 Response - Direct Backs to the USA for Foreign Nationals who make a claim for refugee protection* and/or the Direct Back Operational Plan.

Non-essential travel

Asymptomatic or Symptomatic:

Travellers who have been deemed to be travelling for non-essential reasons are to be advised that they are subject to the restriction of entry and not allowed into Canada in accordance with the order made under section 58 of the *Quarantine Act*.

Regulatory amendments to the IRPR have been made in order to provide the Minister of Public Safety and Emergency Preparedness and the CBSA with the necessary authorities to prohibit entry into Canada of certain classes of foreign nationals under the *Emergencies Act* and the *Quarantine Act*, while also ensuring the ongoing integrity of Canada's borders in the economic interests of Canada, and the health and safety of Canadians.



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For more information please consult the Operational Bulletin titled *Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic*, the Operational Bulletin titled *COVID-19 Response - Direct Backs to the USA for Foreign Nationals who make a claim for refugee protection* and/or the Direct Back Operational Plan.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place (ie collection of stats, etc). Superintendents will contact the BOC as needed for guidance.

Superintendents will be required to submit a daily report the Border Operations Centre (BOC) that will include the following:

- the number of US citizens and other foreign nationals were refused entry as a result of non-essential travel to Canada arriving from the United States by land, rail, ferry and maritime broken down: tourism; recreation; shopping for non-essential goods; sightseeing; other.

The report must be provided at the end of the day (preferably soon after midnight but not later than 0400 hrs local time) for the entire preceding 24 hours period (0000 - 2400 hrs) including on weekends and holidays. BOC is available by telephone at (613) 960-6001, or by email at [Border Operations Centre / Centre des Operations Frontalières \(CBSA/ASFC\)](mailto:BorderOperationsCentre@CBSA-ASFC.gc.ca).

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

[Quarantine Standard Operating Procedures](#)

[2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada \(PHAC\)'s Quarantine Services: New PHAC Notification Procedures](#)

[Job aid: Role of the BSO \(screening officer\)](#)

[2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#)

[2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus \(2019-nCoV\)](#)

Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic

Operational Bulletin - COVID-19 Response - Direct Backs to the USA for Foreign Nationals who make a claim for refugee protection

Issued by:

Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	Restricting the non-essential travel to Canada of U.S citizens and other foreign nationals arriving from the United States by air
Date:	March 22, 2020

This shift briefing bulletin **only** applies to US citizens and other foreign nationals.

The measure does not apply to foreign nationals who are:

- protected persons within the meaning of s.95(2) IRPA;
- registered as Indians under the Indian Act;
- exempted by the Chief Public Health Officer because they do not pose a risk of significant harm to public health; or,
- are entering to make a refugee claim and will not be directed back under the Operational Bulletin *COVID-19 Response - Direct Backs to the USA for Foreign Nationals who make a claim for refugee protection*).

Details:

The Government of Canada continues to work diligently to protect the health, safety, and wellbeing of Canadians, working closely with its partners in Canada and the United States (U.S.) to limit the spread of the COVID-19 pandemic.

The Canada-U.S land border serves as an economic engine that supports over \$1.7 billion dollars in trade. As a result of the COVID-19 pandemic, Canada and the U.S. are temporarily restricting all non-essential travel across its borders. In our respective countries, individuals are encouraged and are recommended to exercise caution by avoiding unnecessary contact with others (social distancing). This collaborative and reciprocal measure is an extension of that prudent approach.

Canada and the U.S. recognize the critical necessity to preserve supply chains between both countries. These supply chains ensure that food, fuel, and life-saving medicines reach people on both sides of the border. Supply chains will not be impacted by this new measure. This travel should not be impacted.

To help manage the threat posed by international travel, Canada announced a reciprocal agreement with the U.S. for citizens of both countries who are travelling for non-essential, optional or discretionary reasons.

Non-essential travel from the United States includes, but not limited to:

- Tourism/sightseeing;
- Recreation; and/or
- shopping for non-essential goods.

Under the agreement, Canadian and American citizens cannot cross the border into the country where they are not a citizen for these purposes. In addition, other foreign nationals seeking entry into Canada from the United States for non-essential purposes are restricted.

Important: Foreign nationals seeking entry to Canada from the United States for essential reasons described as travel necessary for:

- economic services and supply chains;



- critical infrastructure support;
- health (immediate medical care), safety and security;
- indigenous communities (both travel to support these communities and indigenous individuals);
- transiting through Canada for essential purposes;
- cross-border employment;
- tending to family matters for essential purposes (bringing supplies to elderly parents or tending to sick family members);
- educational purposes;
- shopping for essential goods such as medication or basic needs; and/or
- any other activities at the discretion of the officer that are deemed essential in nature.

BSOs are to be as permissible as possible and use discretion when enforcing the restrictions.

NOTE: All foreign nationals seeking entry into Canada for the purpose of commerce, trade, economic services and supply chains and who have not been outside Canada or the U.S in the 14 days before seeking entry into Canada are to be granted entry into Canada (unless otherwise inadmissible).

In addition, the foreign national must have not been outside of the United States or Canada in the 14 days prior to seeking entry into Canada. If they have their entry into Canada will be restricted, unless they fall into one of the exceptions listed below.

Actions required by BSOs:

At the earliest opportunity, the BSO, podium, triage or referral officer is to ask the traveller the purpose of their trip to Canada to determine if it meets the essential or non-essential category. The BSO is to use additional discretionary questioning as required to help determine the merits of the travel.

The BSO will mark the answers on the back of the kiosk receipt or E311 CBSA Declaration Card, in the following fashion:

- Type of Travel: "Essential" or "non-essential"

The BSO will then ask the traveller the following question: "Have you been outside the United States or Canada in the past 14 days?"

The BSO will mark the answers on the back of the kiosk receipt or E311 CBSA Declaration Card, in the following fashion:

- Outside travel: "Yes" or "No"

The BSO is to follow the below process based on a determination of purpose related to the individual's travel to Canada and if they meet the 14 day requirement.



Quick Reference: In order for a U.S Citizen or other foreign national to enter Canada by air from the U.S:

- **their travel must be essential in nature; and**
- **they must not have been outside the U.S or Canada in the 14 days before seeking entry into Canada (*subject to below exemption*).**

Note: If the foreign national has been outside the U.S or Canada in the 14 days before seeking entry, meets one of the following exemptions **and** their travel is essential, they are to be granted entry absent other immigration or customs concerns:

- Immediate family members of a Canadian citizen or a permanent resident as defined in subsection 2(1) of the *Immigration and Refugee Protection Act*.

"Immediate family member" refers to:

- a) the spouse or common-law partner of the person;
 - b) a dependent child of the person or of the person's spouse or common-law partner;
 - c) a dependent child of a dependent child referred to in paragraph (b);
 - d) the parent or step-parent of the person or of the person's spouse or common-law partner; or
 - e) the guardian or tutor of the person.
- a person who is authorized, in writing, by a consular officer of the Government of Canada to enter Canada for the purpose of reuniting immediate family members;
 - a crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations;
 - a member of a crew as defined in subsection 3(1) of the Immigration and Refugee Protection Regulations;
 - a person who is exempt from the requirement to obtain a temporary resident visa under paragraph 190(2)(a) of the Immigration and Refugee Protection Regulations and the immediate family members of that person;
 - a person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response;
 - a person who arrives by any means of a conveyance operated by the Canadian Forces or the Department of National Defence;
 - a member of the Canadian Forces or a visiting force, as defined in section 2 of the Visiting Forces Act, and the immediate family members of that member;
 - a French citizen who resides in Saint-Pierre-et-Miquelon and has been only in Saint-Pierre-et-Miquelon, the United States or Canada during the period of 14 days before the day on which they arrived in Canada;
 - a person or any person in a class of persons who, in the opinion of the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act who will provide an essential service while in Canada;
 - a person whose presence in Canada, in the opinion of the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest.



NOTE: While we recognize there is no current exemption for temporary workers, international students or individuals arriving for to land as a permanent residents, a Government of Canada decision is imminent with regards to their exemption from the prohibition. With that in mind, effective immediately, asymptomatic foreign nationals who hold valid work or study permit, as well as individuals who have a confirmation of permanent residency should not be found inadmissible if they appear at the port of entry (POE). Absent any other inadmissibility, these travellers should be admitted to Canada under counsel to self-isolate for 14 days.

Exempt from Entry Restrictions (Essential Travel)

Asymptomatic:

Following the traveller being asked the enhanced screening questions, if the response is no, meaning the traveller does not have a fever, cough or difficulty breathing, and the traveller is seeking entry into Canada as a result of the following reasons for travel:

- travel associated with the movement of healthy workers in the trades and transportation sector such as flight crews, or
- the movement of other healthy workers across our border to go to work, including health care providers and critical infrastructure workers – they are exempt from the requested 14 day self-isolation.

For any traveller who is entering on essential grounds, and will be staying in Canada for an extended time (more than one day), and do not meet one of the self-isolation exemptions above, they are to self-isolate for the period in which they are in Canada. For those entering Canada for a short period of time (less than 1 day) for essential travel, they are to be instructed to monitor their health.

As the travel is essential and the traveller is asymptomatic, the travellers are to be allowed entry into Canada.

Subject to Entry Restriction

Asymptomatic

Travellers who have been deemed to be travelling for non-essential reasons are to be advised that they are subject to the restriction of entry and not allowed into Canada in accordance with the *Quarantine Act* Section 58 Emergency Order.

Regulatory amendments to the IRPR have been made in order to provide the Minister of Public Safety and Emergency Preparedness and the CBSA with the necessary authorities to prohibit entry into Canada of certain classes of foreign nationals under the *Emergencies Act* and the *Quarantine Act*, while also ensuring the ongoing integrity of Canada's borders in the economic interests of Canada, and the health and safety of Canadians.

For more information please consult the Operational Bulletin titled *Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic*, the Operational Bulletin titled *COVID-19 Response - Direct Backs to the USA for Foreign Nationals who make a claim for refugee protection* and/or the Direct Back Operational Plan.

Symptomatic (Essential or Non-essential)



If the response is "Yes" following the enhanced screening questions, the BSO is to refer the traveller to secondary.

If a traveller is symptomatic, they are to determine if the traveller requires immediate medical attention. If the traveller requires immediate medical attention, the local emergency medical service is to be called. The traveller examination is to be deferred in accordance with existing processes.

A foreign national who does not require immediate medical attention, and exhibits the following symptoms are to be referred to a PHAC quarantine officer:

- A fever and cough; or
- A fever and breathing difficulties.

BSOs are then to follow the direction from the PHAC quarantine officer.

Actions required by BSOs working at the TRC:

BSOs working in TRC will advise the aircraft operator during the first call to the TRC (48-2 hour advance notification) that foreign nationals arriving by air from the United States who are travelling for non-essential purposes will not be allowed to seek entry into Canada.

BSOs will continue to pose the enhanced screening question to the operator/pilot and will also ask the operator/pilot if any travellers appear ill or unwell. The operator/pilot will be instructed to obtain this information from all passengers on board and call the TRC back, if needed. If it is determined that a traveller on board an inbound general aviation flight is reported to be displaying any signs of illness associated with the coronavirus, the travellers are coming to Canada for non-essential purposes, and if the travellers have been outside the U.S or Canada in the 14 days before seeking entry into Canada the TRC officer will make a secondary referral in the TRC System for quarantine screening.

The TRC will notify the superintendent of the situation of travel with details of the flight.

Actions required by BSOs and superintendents working at verification offices:

Aircraft operators (private, company owned or charter) who choose to report to the CBSA directly at an airport of entry will be met by the verification officer to pose the health screening questions and be on the lookout for visible signs of illness.

The superintendent will discuss the situation with BSOs attending arriving inbound flights and ensure that the BSOs have the appropriate personal protective equipment for their use.

Travellers who have been deemed to be travelling for non-essential reasons are to be advised that they are subject to the restriction of entry and not allowed into Canada in accordance with the *Quarantine Act* Section 58 Emergency Order. The BSO is to follow the process for non-essential travel outlined above.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place (ie collection of stats, etc).

Superintendents will contact the BOC as needed for guidance.

Superintendents will be required to submit a daily report the Border Operations Centre (BOC) that will include the following:



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1. Air travel from the U.S: Number of US citizens and other foreign nationals were refused entry as a result of non-essential travel to Canada arriving from the United States by air broken down by U.S citizens, and other foreign nationals: tourism/sightseeing; recreation; shopping for non-essential goods; and other.

Daily, manually collected data, is to be provided by each port of entry, where COVID-19 enhanced measures are implemented. The report must be provided at the end of the day not later than 0200 hrs local time for the entire preceding 24 hours period (0000 - 2359 hrs) including on weekends and holidays. The POE reports are to be submitted to the Regional Operations Centers, or designated area reasonable in each Region. The information is to be compiled and sent to the COVID-19 Taskforce and Border Operations Center no later than 0600 EDT.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

Quarantine Standard Operating Procedures

2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures

Job aid: Role of the BSO (screening officer)

2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus

2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus (2019-nCoV)

Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic

Operational Bulletin - COVID-19 Response - Direct Backs to the USA for Foreign Nationals who make a claim for refugee protection

Issued by:

Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States
Date:	March 26, 2020

This bulletin applies to foreign nationals arriving in Canada from any country other than the United States in any mode.

This measure does not apply to foreign nationals who are:

- protected persons within the meaning of s.95(2) IRPA; or
- registered as Indians under the Indian Act.

Details:

An emergency order under s.58 of the Quarantine Act prohibits the entry of all foreign nationals arriving in Canada from a country other than the United States unless they are specifically exempted. In addition to meeting an exemption, the foreign national also must be coming to Canada for an essential purpose and must not be symptomatic for COVID-19. Any person who meets an exemption but who is either coming for an optional or discretionary purpose, such as tourism, recreation or entertainment, or who is symptomatic for COVID-19, is prohibited from entering Canada.

Exemptions:

As long as they are coming for an essential purpose and are not symptomatic for COVID-19, the prohibition on entry does not apply to the following groups of foreign nationals:

- a) Immediate family members of a Canadian citizen or a permanent resident as defined in subsection 2(1) of the Immigration and Refugee Protection Act
"Immediate family member" refers to:
 - a. the spouse or common-law partner of the person;
 - b. a dependent child of the person or of the person's spouse or common-law partner;
 - c. a dependent child of a dependent child referred to in paragraph (b);
 - d. the parent or step-parent of the person or of the person's spouse or common-law partner; or
 - e. the guardian or tutor of the person.
- b) a person who is authorized, in writing, by an IRCC officer designated under subsection 6(1) of the Immigration and Refugee Protection Act or by a consular officer of the Government of Canada, to enter Canada for the purpose of reuniting immediate family members;
- c) a crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who seeks to enter Canada only to become such a crew member;
- d) a member of a crew as defined in subsection 3(1) of the Immigration and Refugee Protection Regulations or a person who seeks to enter Canada only to become such a member of a crew;
- e) a person who is exempt from the requirement to obtain a temporary resident visa under paragraph 190(2)(a) of the Immigration and Refugee Protection Regulations and the immediate family members of that person (i.e., accredited diplomats and consular officials, or representatives of the UN or its agencies or other international organizations);



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- f) a person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response;
- g) a person who arrives by any means of a conveyance operated by the Canadian Forces or the Department of National Defence;
- h) a member of the Canadian Forces or a visiting force, as defined in section 2 of the Visiting Forces Act, and the immediate family members of that member;
- i) a French citizen who resides in Saint-Pierre-et-Miquelon and has been only in Saint-Pierre-et-Miquelon, the United States or Canada during the period of 14 days before the day on which they arrived in Canada;
- j) a person or any person in a class of persons who, in the opinion of the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act: does not pose a risk of significant harm to public health, or will provide an essential service while in Canada;
- k) a person whose presence in Canada, in the opinion of the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest.
- l) a person who arrives by means of a vessel as defined in section 2 of the Canada Shipping Act, 2001, if the vessel departed before 00:00:01 am Eastern Daylight Time on March 21, 2020 and had a scheduled destination of Canada upon its departure;
- m) the holder of a valid work permit or a study permit as defined in section 2 of the Immigration and Refugee Protection Regulations;
- n) a person whose application for a work permit referred to in paragraph (m) was approved by IRCC and who has received written notice of the approval, but who has not yet been issued the permit;
- o) a person whose application for a study permit referred to in paragraph (m) was approved by IRCC, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet been issued the permit;
- p) a person permitted to work in Canada as a student in a health field under paragraph 186(p) of the Immigration and Refugee Protection Regulations;
- q) a person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the Immigration and Refugee Protection Regulations.
- r) a licensed health care professional with proof of employment in Canada;
- s) a person who seeks to enter Canada for the purpose of delivering, maintaining, or repairing medically-necessary equipment or devices;
- t) a person who seeks to enter Canada for the purpose of making medical deliveries of cells, blood and blood products, tissues, organs or other body parts, that are required for patient care in Canada during or within a reasonable period of time after the expiry of the Order;
- u) a person whose application for permanent residence was approved under the Immigration and Refugee Protection Act, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet become a permanent resident under that Act; or



- v) a worker in the marine transportation sector who is essential for the movement of goods by vessel, as defined in section 2 of the Canada Shipping Act, 2001, and who seeks to enter Canada for the purpose of performing their duties in that sector.

Actions required by BSOs

Foreign nationals who meet an exemption

For those subject to an exemption, the BSO, PIL, podium, triage or referral officer, will ask the traveller the purpose of their trip.

In air mode, the BSO will mark the answers on the back of the kiosk receipt, E311 CBSA Declaration Card. In land, rail, marine or ferry, if applicable and the traveller is being referred to secondary, the PIL BSO will mark the answers on the back of the E67 (BSF235), Secondary Referral form or E311, CBSA Declaration Card, whichever is applicable. BSOs are expected to use the following coding:

- Type of Travel: "Essential" or "non-essential"

Travellers whose type of travel is found to be essential are to be processed in accordance with existing enhanced screening measures as outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B, COVID-19 – Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)

Travellers who meet an exemption but whose travel is non-essential, will be treated according to the process outlined below for travellers who do not meet an exemption.

Asymptomatic foreign nationals who do not meet an exemption

For asymptomatic foreign nationals who do not meet an exemption listed above, BSOs shall explain that they are subject to the prohibition and not allowed to enter Canada in accordance with the *Quarantine Act* Section 58 Emergency Order.

The BSO is to offer the traveller the option of withdrawing their application to enter Canada. Should the traveller withdraw their application to enter Canada, the BSO is to follow existing protocols related to section 42 of the Immigration and Refugee Protection Regulations and choose the most appropriate allegation in GCMS.

Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, the BSO is to advise them they are subject to the prohibition on entry, and that it is an offence under section 71 of the Quarantine Act which carries a maximum punishment of up to \$750,000 or a term of imprisonment of six months or both and they **may** be arrested. The officer will then offer to the traveller to withdraw their application a second time.

Should the traveller still not wish to withdraw their application, the BSO is to inform the traveller that if they continue to refuse they **will** be arrested. The officer will then offer to the traveller to withdraw their application a third and final time.

Should the traveller still not wish to withdraw their application, the BSO is to inform the traveller they **are** under arrest in accordance with 163.5 of the Customs Act. The officer is then to arrest the traveller and make a referral to the police force of jurisdiction. BSOs are to follow existing protocols related to the arrest of a traveller.

Should the police force of jurisdiction elect not to attend, and no inadmissibility applies, the traveller is to be released.



Note: BSOs should use their 163.5 Customs Act authority to arrest for Quarantine Act matters only with respect to an offence under s.71 of the Quarantine Act for failing to comply with the emergency order prohibitions on entry. For other instances of non-compliance with the Quarantine Act, including a refusal to comply with reasonable measures a BSO may impose under ss. 15(3) in their capacity as a screening officer, BSOs should seek assistance from police of jurisdiction in accordance with s.18 of the Quarantine Act.

For more information please consult the Operational Bulletin titled *Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic*.

Symptomatic travellers:

The BSO is to follow the process for symptomatic travellers as outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B, COVID-19 – Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes).

The BSO is to issue a PHAC mask kit to the traveller, ask the traveller to wear the surgical mask contained in the kit, and make a mandatory referral for the traveller to report to a Quarantine Officer (QO) for further questioning. BSOs are to follow the directions of the PHAC QO once they have made the referral.

If the QO orders the traveller to self-isolate, the BSO will defer the examination in accordance with subsection 23 of IRPA for the duration of the self-isolation period and until such time as the person is cleared by the PHAC QO. Admissibility concerns are paused during this period in order to prioritize public health considerations. Upon being cleared by the PHAC QO, the traveller should return to the POE to continue their examination and the BSO will, at that time, make an admissibility decision.

If the PHAC QO clears the traveller and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:

- Foreign nationals who meet an exemption – Absent of any admissibility concerns, the BSO will allow the traveller to enter Canada.
- Foreign nationals who do not meet an exemption – Traveller will be allowed to leave Canada as per the process for asymptomatic passengers who are subject to the prohibition outlined above.

PHAC will provide support and guidance where required. BSOs will seek guidance from their superintendent, as needed.

Actions required by BSOs working at the TRC:

General aviation:

BSOs working at the TRC will advise the aircraft operator during the first call to the TRC (48-2 hour advance notification) that foreign nationals arriving in Canada who are not subject to an exemption are denied permission to travel to Canada in accordance with the Emergency Order made pursuant to subsection 58(1) of the Quarantine Act. If the conveyance is en route and is carrying a foreign national who is not exempted from the prohibition, the BSO will notify the conveyance operator that the passengers' entry to Canada is prohibited and that they cannot be carried to Canada pursuant to the Emergency Order.

The operator will be instructed to obtain all relevant information from all passengers on board and call the TRC back, if needed. If it is determined that a traveller on board is not subject to an



exemption, or is subject to an exemption and is travelling for non-essential purposes, the TRC officer will make a secondary referral in the TRC System for quarantine screening.

The BSOs will continue to process the travellers in accordance with existing enhanced screening measures as outlined in the shift briefing bulletin titled: COVID-19 – Enhanced Border Measures – Health Screening Questions (All Modes).

The TRC will notify the superintendent at the responding verification office that a passenger on the flight is subject to the prohibition of entry. The TRC will provide all flight and passenger details related to the conveyance to the superintendent.

Pleasure craft:

The TRC officer will follow the above procedures to question travellers in accordance with the enhanced screening measures and about their purpose for arriving to Canada and inform them that foreign nationals arriving in Canada who are not subject to an exemption are denied permission to travel to Canada in accordance with the Emergency Order made pursuant to subsection 58(1) of the Quarantine Act.

If it is determined that a traveller on board is not subject to an exemption, or is subject to an exemption and is travelling for non-essential purposes, the TRC officer will make a secondary referral in the TRC System for quarantine screening. The TRC will notify the superintendent at the responding verification office that a passenger on the vessel is subject to the prohibition of entry. The TRC will provide all vessel and passenger details related to the conveyance to the superintendent.

Note: If the verification office is unable to attend to meet the vessel, the TRC BSO will instruct the operator/travellers that they are not permitted to enter Canada and will allow them to leave. The TRC BSO will **not** provide the report number to the vessel operator and will instruct them to turn back and leave Canadian waters immediately. The TRC BSO will make pertinent notes in the TRC System re. the circumstances of the passage, document that the travellers were instructed to leave Canada, and complete the entry.

Actions required by BSOs and superintendents working at verification offices:

Verification BSOs will make every effort to attend all TRC referrals for travel restrictions and enhanced border measures. The superintendent will discuss the situation with BSOs attending arriving conveyances and ensure that the BSOs have the appropriate personal protective equipment for their use. Verification BSOs who process travellers who are subject to the prohibition of entry are to follow the process for asymptomatic travellers outlined above.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place (ie collection of stats, etc).

Superintendents will contact the BOC as needed for guidance.

Superintendents will be required to submit a daily report that will include the following:

- the number of foreign nationals refused entry as a result of the prohibition of certain foreign nationals from entering Canada.

Daily, manually collected data, is to be provided by each port of entry, where COVID-19 enhanced measures are implemented. The report must be provided at the end of the day not later than 0200 hrs local time for the entire preceding 24 hours period (0000 - 2359 hrs) including on



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weekends and holidays. The POE reports are to be submitted to the Regional Operations Centers, or designated area reasonable in each Region. The information is to be compiled and sent to the COVID-19 Taskforce and Border Operations Center no later than 0600 EDT.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)

Quarantine Standard Operating Procedures

2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures

Job aid: Role of the BSO (screening officer)

2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus

2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus (2019-nCoV)

Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic

Issued by: Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	Restricting the non-essential travel to Canada of U.S citizens and other foreign nationals arriving from the United States (all modes)
Date:	March 26, 2020

This shift briefing bulletin **only** applies to United States (U.S.) citizens and other foreign nationals. The measure does not apply to foreign nationals who are:

- protected persons within the meaning of s.95(2) Immigration and Refugee Protection Act (IRPA);
- registered as Indians under the Indian Act; or,
- are entering to make a refugee claim and will not be directed back under the Operational Bulletin COVID-19 Response - Direct Backs to the USA for Foreign Nationals who make a claim for refugee protection.

Details:

As a result of the COVID-19 pandemic, Canada and the U.S. are temporarily restricting all non-essential travel across its borders. In our respective countries, individuals are encouraged and are recommended to exercise caution by avoiding unnecessary contact with others (social distancing). This collaborative and reciprocal measure is an extension of that prudent approach.

Canada and the U.S. recognize the critical necessity to preserve supply chains between both countries. These supply chains ensure that food, fuel, and life-saving medicines reach people on both sides of the border. Supply chains will not be impacted by this new measure. This travel should not be impacted.

To help manage the threat posed by international travel, Canada announced a reciprocal arrangement with the U.S. for citizens of both countries who are travelling for non-essential, optional or discretionary reasons.

Non-essential travel from the U.S includes, but is not limited to:

- Tourism/sightseeing;
- Recreation;
- Entertainment;
- Social visits to family and friends; and/or
- Shopping for non-essential goods.

Under the arrangement, Canadian and U.S. citizens cannot cross the border into the country where they are not a citizen for these purposes. In addition, other foreign nationals seeking entry into Canada from the U.S. for non-essential purposes are restricted. Foreign nationals who are symptomatic for COVID-19 are also prohibited from entering Canada from the U.S.

Important: Foreign nationals seeking entry to Canada from the U.S. for essential reasons including those entering for the following necessary necessary activities:

- economic services and supply chains;
- critical infrastructure support;



- health (immediate medical care), safety and security;
- indigenous communities (both travel to support these communities and indigenous individuals);
- transiting through Canada for essential purposes;
- cross-border employment;
- tending to family matters for essential purposes (bringing supplies to elderly parents or tending to sick family members);
- educational purposes;
- shopping for essential goods such as medication or basic needs;
- family reunification of immediate family member; and/or
- any other activities at the discretion of the officer that are deemed essential in nature.

Border services officers (BSO) are to be as permissible as possible and use discretion when enforcing the restrictions.

NOTE: All foreign nationals who are asymptomatic and seeking entry into Canada for the purpose of commerce, trade, economic services and supply chains generally are to be granted entry into Canada (unless otherwise inadmissible).

In addition, the foreign national must have not been outside of the U.S. or Canada in the 14 days prior to seeking entry into Canada. If they have their entry into Canada will be restricted, unless they fall into one of the exceptions listed below.

Actions required by BSOs:

The BSO is to ask the traveller the purpose of their trip to Canada to determine if it meets the essential or non-essential category. The BSO is to use additional discretionary questioning as required to help determine the purpose of the travel.

Air Mode: In air, where travellers are processed by a kiosk, at the earliest opportunity, the BSO, PIL, podium, triage or referral officer, is to ask the traveller the purpose of their trip.

In air, the BSO will mark the answers on the back of the kiosk receipt, E311 CBSA Declaration Card. In land, rail, marine or ferry, if applicable, and the traveller is being referred to secondary, the PIL BSO will mark the answers on the back of the E67 (BSF235), Secondary Referral form or E311, CBSA Declaration Card, whichever is applicable. BSOs are expected to use the following coding:

- Type of Travel: "Essential" or "non-essential"

The BSO will then ask the traveller the following question: "Have you been outside the United States or Canada in the past 14 days?" and mark the answers if applicable:

- Outside travel: "Yes" or "No"

The BSO is to follow the below process based on a determination of purpose related to the individual's travel to Canada and if they meet the 14 day requirement.



Quick Reference: In order for a U.S citizen or other foreign national to enter Canada by air from the U.S:

- **their travel must be essential in nature; and**
- **they must not have been outside the U.S or Canada in the 14 days before seeking entry into Canada (*subject to below exemptions*).**

Note: If an asymptomatic foreign national has been outside the U.S. or Canada in the 14 days before seeking entry meets one of the following exemptions **and** their travel is essential, they are to be granted entry absent other immigration or customs concerns:

- Immediate family members of a Canadian citizen or a permanent resident as defined in subsection 2(1) of the Immigration and Refugee Protection Act
"Immediate family member" refers to:
 - the spouse or common-law partner of the person;
 - a dependent child of the person or of the person's spouse or common-law partner;
 - a dependent child of a dependent child referred to in paragraph (b);
 - the parent or step-parent of the person or of the person's spouse or common-law partner; or
 - the guardian or tutor of the person.
- a person who is authorized, in writing, by an IRCC officer designated under subsection 6(1) of the Immigration and Refugee Protection Act or by a consular officer of the Government of Canada, to enter Canada for the purpose of reuniting immediate family members;
- a crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who seeks to enter Canada only to become such a crew member;
- a member of a crew as defined in subsection 3(1) of the Immigration and Refugee Protection Regulations or a person who seeks to enter Canada only to become such a member of a crew;
- a person who is exempt from the requirement to obtain a temporary resident visa under paragraph 190(2)(a) of the Immigration and Refugee Protection Regulations and the immediate family members of that person (i.e., accredited diplomats and consular officials, or representatives of the UN or its agencies or other international organizations);
- a person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response;
- a person who arrives by any means of a conveyance operated by the Canadian Forces or the Department of National Defence;
- a member of the Canadian Forces or a visiting force, as defined in section 2 of the Visiting Forces Act, and the immediate family members of that member;
- a French citizen who resides in Saint-Pierre-et-Miquelon and has been only in Saint-Pierre-et-Miquelon, the United States or Canada during the period of 14 days before the day on which they arrived in Canada;
- a person or any person in a class of persons who, in the opinion of the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act: does not pose a risk of significant harm to public health, or will provide an essential service while in Canada;



- k) a person whose presence in Canada, in the opinion of the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest.
- l) a person who arrives by means of a vessel as defined in section 2 of the Canada Shipping Act, 2001, if the vessel departed before 00:00:01 am Eastern Daylight Time on March 21, 2020 and had a scheduled destination of Canada upon its departure;
- m) the holder of a valid work permit or a study permit as defined in section 2 of the Immigration and Refugee Protection Regulations;
- n) a person whose application for a work permit referred to in paragraph (m) was approved by IRCC and who has received written notice of the approval, but who has not yet been issued the permit;
- o) a person whose application for a study permit referred to in paragraph (m) was approved by IRCC, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet been issued the permit;
- p) a person permitted to work in Canada as a student in a health field under paragraph 186(p) of the Immigration and Refugee Protection Regulations;
- q) a person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the Immigration and Refugee Protection Regulations.
- r) a licensed health care professional with proof of employment in Canada;
- s) a person who seeks to enter Canada for the purpose of delivering, maintaining, or repairing medically-necessary equipment or devices;
- t) a person who seeks to enter Canada for the purpose of making medical deliveries of cells, blood and blood products, tissues, organs or other body parts, that are required for patient care in Canada during or within a reasonable period of time after the expiry of the Order;
- u) a person whose application for permanent residence was approved under the Immigration and Refugee Protection Act, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet become a permanent resident under that Act; or
- v) a worker in the marine transportation sector who is essential for the movement of goods by vessel, as defined in section 2 of the Canada Shipping Act, 2001, and who seeks to enter Canada for the purpose of performing their duties in that sector.

Exempt from Entry Restrictions (Essential Travel)

Asymptomatic:

Following the enhanced screening process, asymptomatic travellers whose travel is essential, and they have been in only Canada or the U.S. in the past 14 days, are to be authorized entry into Canada as long as no other immigration concerns exist.

Note: If a foreign national arrives at a port of entry from the U.S., and their purpose in Canada is considered essential, they should be allowed to apply for a work permit at the POE. This is subject to the work being deemed essential.



Subject to Entry Restriction

Asymptomatic

Foreign nationals who have been deemed to be travelling for non-essential reasons are to be advised that they are subject to the restriction of entry and not allowed into Canada in accordance with the Quarantine Act Section 58 Emergency Order and are to be directed back to the U.S as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR).

Regulatory amendments to the IRPR have been made in order to provide the Minister of Public Safety and Emergency Preparedness and the CBSA with the necessary authorities to give effect to the prohibitions on entry into Canada of certain classes of foreign nationals under the Emergencies Act and the Quarantine Act, while also ensuring the ongoing integrity of Canada's borders in the economic interests of Canada, and the health and safety of Canadians.

For more information please consult the operational bulletin titled Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic, the operational bulletin titled COVID-19 Response - Direct Backs to the USA for Foreign Nationals who make a claim for refugee protection and/or the Direct Back Operational Plan.

Symptomatic – Public Conveyance – Air, Ferry, Rail (Essential or Non-essential)

If a traveller is symptomatic, the officer needs to determine if the traveller requires immediate medical attention. If the traveller requires immediate medical attention, the local emergency medical service is to be called. The traveller examination is to be deferred in accordance with existing processes pursuant to A23 of IRPA..

A foreign national who does not require immediate medical attention but responds "YES" to the enhanced screening question is to be processed in accordance with existing enhanced screening measure procedures. The BSO is to follow the process for symptomatic travellers as outlined in the shift briefing bulletin titled COVID-19 – Enhanced Border Measures – Health Screening Questions (All Modes).

The BSO is to issue a PHAC mask kit to the traveller, ask the traveller to wear the surgical mask contained in the kit, and make a mandatory referral for the traveller to report to a quarantine officer (QO) for further questioning. BSOs are to follow the directions of the PHAC QO once they have made the referral.

If the QO orders the traveller to self-isolate, the BSO will defer the examination in accordance with section 23 of IRPA for the duration of the self-isolation period and until such time as the person is cleared by the PHAC QO. Admissibility concerns are paused during this period in order to prioritize public health considerations. Upon being cleared by the PHAC QO, the traveller should return to the POE to continue their examination and the BSO will, at that time, make an admissibility decision.

If the PHAC QO clears the traveller and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:

- Foreign nationals who meet an exemption – Absent of any admissibility concerns, the BSO will allow the traveller to enter Canada.
- Foreign nationals who do not meet an exemption – Traveller will be allowed to leave Canada as per the process for asymptomatic passengers who are subject to the prohibition outlined above.



PHAC will provide support and guidance where required. BSOs will seek guidance from their superintendent as needed.

Symptomatic – Private Conveyance – Land (Essential or Non-essential)

If a traveller is symptomatic, BSOs are to determine if the traveller requires immediate medical attention. If the traveller requires immediate medical attention, the local emergency medical service is to be called. The traveller examination is to be deferred in accordance with existing processes.

A foreign national who does not require immediate medical attention, and exhibits signs and symptoms of illness suggesting respiratory infection, will not be allowed to enter Canada.

The following symptoms need to be present to restrict the entry of a foreign national as a result of being symptomatic:

- a) A fever and cough; or
- b) A fever and breathing difficulties.

Foreign nationals who have the above mentioned symptoms are to be advised that they are subject to the prohibition on entry in accordance with the order made under section 58 of the Quarantine Act.

Regulatory amendments to the IRPR have been made in order to provide the Minister of Public Safety and Emergency Preparedness and the CBSA with the necessary authorities to direct back to the U.S those persons whose entry to Canada is prohibited under the Emergencies Act and the Quarantine Act, while also ensuring the ongoing integrity of Canada's borders in the economic interests of Canada, and the health and safety of Canadians.

For more information please consult the operational bulletin titled Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic, the operational bulletin titled COVID-19 Response - Direct Backs to the USA for Foreign Nationals who make a claim for refugee protection and/or the Direct Back Operational Plan.

Actions required by BSOs working at the Telephone Reporting Centre (TRC):

General Aviation

BSOs working at the TRC will advise the aircraft operator during the first call to the TRC (48-2 hour advance notification) that foreign nationals arriving in Canada from the U.S who are travelling for non-essential purposes and travellers who have been outside Canada or the U.S. in the 14 days before seeking entry into Canada that they will not be allowed to seek entry into Canada.

The BSOs will continue to process the travellers in accordance with existing enhanced screening measures as outlined in the shift briefing bulletin titled: COVID-19 – Enhanced Border Measures – Health Screening Questions (All Modes).

Pleasure craft, snowmobiles and vehicles

In the case of NEXUS and CANPASS Private Boat members, BSOs working at the TRC will advise the pleasure craft operator during the first call to the TRC (4 hour - 30 min advance notification) that foreign nationals arriving in Canada from the U.S. are subject to travel restrictions. In the case of non-member pleasure craft, snowmobiles and vehicles this information will be provided to the caller when they call the TRC to report their arrival in Canada.



The TRC officer will question travellers in accordance with the enhanced screening measures and about their purpose for arriving to Canada and advise the conveyance operator that those who are travelling for non-essential purposes and travellers who have been outside Canada or the U.S. in the 14 days before seeking entry into Canada will not be allowed to seek entry into Canada in accordance with the Emergency Order made pursuant to subsection 58(1) of the Quarantine Act.

Secondary referrals

If it is determined that a traveller on board an inbound or arriving conveyance is reported to be displaying any signs of illness associated with the coronavirus, the travellers are coming to Canada for non-essential purposes, and if the travellers have been outside the U.S. or Canada in the 14 days before seeking entry into Canada, the TRC officer will make a secondary referral in the TRC System for quarantine screening.

The TRC officer will notify the superintendent at the responding verification office that a passenger on the conveyance is subject to the prohibition of entry. The TRC will provide all conveyance and passenger details related to the passage to the superintendent.

Note: If the verification office is unable to attend to meet the conveyance, the TRC BSO will instruct the operator/travellers that they are not permitted to enter Canada and will direct them back to the U.S. as per R41(d) of the IRPR. The TRC BSO will **not** provide the report number to the conveyance operator and will instruct them to turn back and leave Canadian waters or soil (snowmobiles or vehicles) immediately. The TRC BSO will make pertinent notes in the TRC System re. the circumstances of the passage, document that the travellers were instructed to leave Canada (directed back), and complete the entry.

Actions required by BSOs and superintendents working at verification offices:

Verification BSOs will make every effort to attend all TRC referrals for travel restrictions and enhanced border measures. The superintendent will discuss the situation with verification BSOs responding to the TRC referrals for the arriving conveyances and ensure that the BSOs have the appropriate personal protective equipment for their use.

Travellers who have been deemed to be travelling for non-essential reasons are to be advised that they are subject to the restriction of entry and not allowed into Canada in accordance with the Quarantine Act Section 58 Emergency Order. The BSO is to follow the process for non-essential travel outlined above and direct the travellers back to the U.S. as per R41(d) of the IRPR.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place (e.g., collection of stats, etc.).

Superintendents will contact the Border Operations Centre (BOC) as needed for guidance.

Superintendents will be required to submit a daily report to BOC that will include the following:

1. Number of US citizens and other foreign nationals were refused entry as a result of non-essential travel to Canada arriving from the U.S. by mode broken down by U.S. citizens, and other foreign nationals: tourism/sightseeing; recreation; shopping for non-essential goods; and other. These statistics are to be broken down by mode.

Daily, manually collected data, is to be provided by each port of entry, where COVID-19 enhanced measures are implemented. The report must be provided at the end of the day not later than 0200 hrs local time for the entire preceding 24 hours period (0000 - 2359 hrs) including on



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weekends and holidays. The POE reports are to be submitted to the Regional Operations Centers, or designated area reasonable in each Region. The information is to be compiled and sent to the COVID-19 Taskforce and Border Operations Center no later than 0600 EDT.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona Virus TF-GT_virus Corona.ASFC@cbsa-asfc.gc.ca.

References:

COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)

Quarantine Standard Operating Procedures

2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures

Job aid: Role of the BSO (screening officer)

2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus

2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus (2019-nCoV)

Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic

Operational Bulletin - COVID-19 Response - Direct Backs to the USA for Foreign Nationals who make a claim for refugee protection

Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States

Issued by:

Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	Non-compliance with a mandatory order to self-isolate
Date:	March 29, 2020

Details:

The Government of Canada is working closely with local, provincial, territorial and international partners on continued efforts to limit further introduction and spread of COVID-19. To date, Canada has managed to slow the spread of the virus by applying layers of enhanced measures, including case identification, contact tracing and isolation.

Effective March 25, 2020, the Government of Canada implemented an Order requiring anyone entering Canada, whether by air, sea or land - subject to limited exceptions - to self-isolate for 14 days in order to limit the introduction and spread of COVID-19.

Failure to comply with this Order is an offence under the *Quarantine Act*.

Under the Order, spot checks will be conducted by the Public Health Agency of Canada (PHAC) to verify compliance. Failure to comply with this Order is an offence under the *Quarantine Act*. If the contravention occurs in circumstances where the person has wilfully contravened the Order in a manner that causes a risk of imminent death or serious bodily harm to others, the maximum penalties are a fine of up to \$1,000,000 and/or imprisonment for three years.

That said, some travellers continue to contravene the mandatory self-isolation order. Despite being served the order to isolate for 14 days, they continue to travel cross the border or attend a CBSA office for service, undermining the efforts taken by the Government of Canada to contain the spread of COVID-19.

The following procedures will apply where:

- (1) a border examination or interaction with an individual at a CBSA office reveals that an asymptomatic traveller may not be in compliance with a direction to self-isolate (i.e. seeking to enter when they had already entered Canada within the previous 14 day period and were not exempted from the Order);
- (2) in the context of a border examination and direction to self-isolate, the traveller's overt responses suggest an intent to not comply with the direction; or
- (3) a traveller who is found to be symptomatic by the PHAC quarantine officer and provided a red handout by the BSO, or a quarantine order is provided to the traveller.

Actions required by BSOs:

Creating a Lookout

The BSO will create a temporary lookout in ICES as described in the Lookout Policy and Standard Operating Procedures. The following wording is to be used by the BSO when creating the lookout:

- (1) The subject is suspected of non-compliance with an order made under the *Quarantine Act* on DD/MM/YYYY. Please take appropriate precautions and refer subject to a PHAC Quarantine officer for further review. Please notify the BOC () following completion of the examination. Please start each email subject line with "QA Potential Non Compliance" when sending a message to the BOC.



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(2) The subject has been directed under the *Quarantine Act* to self-isolate on DD/MM/YYYY. Overt statements made by the traveler suggest an intent to not comply with that direction. Please take appropriate precautions and refer subject to a PHAC Quarantine officer for further review. Please notify the BOC () following completion of the examination. Please start each email subject line with "QA Potential Non-Compliance" when sending a message to the BOC.

(3) (Symptomatic) The subject was assessed by a quarantine officer as being symptomatic when they enter Canada on DD/MM/YYYY. Please take appropriate precautions and refer to a PHAC Quarantine officer for further review. Please notify the BOC () following completion of the examination. Please start each email subject line with "QA Symptomatic" when sending a message to the BOC.

The BSO will flag the creation of the lookout to the BOC () immediately following the creation of the lookout.

Identification of a traveller who is the subject of a lookout or non-compliant

When a BSO encounters a traveller who is the subject of a lookout or known to be non-compliant with a mandatory isolation order they are to advise their superintendent, and refer the traveller to secondary, where they will conduct the enhanced screening process as well as all other customs and immigration processing.

The BSO will have the traveller complete the PHAC Coronavirus Form. The BSO will mark "N-C" at the top of the paper form.

The BSO will then ask the traveller each question on the form, and record all relevant information. The BSO is to confirm each response with the traveller to ensure it is captured properly on the form.

The form is to be handled in accordance with the Interim Process for Handling "Coronavirus Forms" at Points of Entry by CBSA Screening Officers or PHAC Officers.

Symptomatic: In accordance with existing procedures, the BSO is to refer the symptomatic passenger to the PHAC QO. The BSO is to advise the PHAC QO of the presence of a traveller who is symptomatic and is suspected to have contravened the Quarantine Act. The QO will make their determination and advise the BSO what to do.

Asymptomatic: The BSO is to collect the travellers name, address and dates and times of initial and subsequent passages. In addition to the basic traveller information, the BSO is to provide any relevant information and notes related to the occurrence and situation. The BSO is then to send the information in an encrypted email to the BOC () with a subject-line that begins with "QA Potential Non-Compliance". The information will be shared by the IPOU to PHAC, who will follow up with these travellers.

Note: BSOs are not to call a PHAC QO for an asymptomatic travellers as PHAC will follow up directly with the travellers through their respective channels.

The BSO is to ensure they record full and complete examination results and relevant information in their officer notebooks. This includes the passage details for when the traveller received the initial mandatory self-isolation order, as well as all other passage details since then. In addition, if



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possible, video and/or still photos of the individuals initial and subsequent passage should be gathered and preserved in accordance with existing policies to help prove the offence if required.

Actions required by POE superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures.

On a daily basis, a report submitted by the POE to the COVID-19 Task Force including the number of temporary lookouts created broken down by symptomatic and non-compliant is expected. In addition, the report should include the number of cases referred to a QO, or information submitted to the BOC for furtherance to PHAC. This report is to be provided by each port of entry directly to the COVID-19 Taskforce no later than 0600 EDT.

Actions required by the BOC:

The BOC will notify the Intelligence Program Oversight Unit (IPOU) () of the newly reported lookout or case of non-compliance (within 72 hours).

Actions required by the IPOU

The IPOU will confirm and maintain the lookout with an initial validity period of 14 days and conduct the following activities:

- Forward the lookout information to PHAC (phac.cns-snc.aspc@canada.ca) in all cases as per existing procedure
 - PHAC will notify IPOU of negative test results
 - PHAC will further share with the respective law enforcement agency for cases of suspected non-compliance
- IPOU will share information on cases of US Citizens, US permanent residents, persons employed in the US or those that entered from the US with the United States Customs and Border Protection (US CBP) through the automated lookout sharing process
- IPOU will notify US CBP immediately of cases where PHAC has notified IPOU that a US Citizen, US permanent resident, person employed in the US or who entered from the US who has had a lookout issued against them has tested negative for COVID 19 virus

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona.Virus.TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

[COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation \(All Modes\)](#)

[Quarantine Standard Operating Procedures](#)

[Job aid: Role of the BSO \(screening officer\)](#)

[2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#)

[2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus \(2019-nCoV\)](#)

[Customs Enforcement Manual - Part 3 - Chapter 3 - Evidence and Statements](#)

Issued by: Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	Foreign Nationals Seeking to Transit Through Canada by Air
Date:	April 5, 2020

Details:

The purpose of this shift briefing bulletin is to provide liaison officers and frontline staff at all airports of entry with clarification on the new transporter obligation in section 258.1 of the Immigration and Refugee Protection Regulations (IRPR) to not carry any person to Canada whose entry is prohibited under an emergency order issued under the Quarantine Act, as well as the related Minister of Transport's Interim Order to Prevent Certain Persons from Boarding Flights to Canada Due to COVID-19. It addresses the exemption from the prohibitions on entry and self-isolation requirements imposed under the Quarantine Act that have been provided for certain foreign nationals seeking to travel to Canada on commercial aircraft, solely for the purposes of transiting to another international destination (otherwise known as international-to-international transit or ITI).

The Government of Canada defines ITI transit as a traveller who:

- Arrives and departs from the same Canadian airport within 24 hours;
- Remains on the airside or sterile area of the airport;
- Does not have to go through Customs and formally enter Canada to pick up their bags and/or check in to their next flight;
- Does not move between terminals at an airport, unless they can do so without going through Customs and formally entering Canada; AND
- Does not take a domestic flight to get to another airport so they can catch their next international flight.

Transiting travellers whose onward flight from Canada has been cancelled and not rescheduled prior to the traveller's departure for their flight to Canada are to be considered as non-exempt as per Transport Canada's *Interim Order to Prevent Certain Persons from Boarding Flights to Canada Due to COVID-19* and the amended section 258.1 of the IRPR. These travellers are to be denied boarding on to the aircraft and instructed to speak with their airline for alternate arrangements.

On April 3, 2020, the Minister of Foreign Affairs issued an exemption for certain in-transit passengers from the Canadian Prohibitions on Entry and the mandatory self-isolation order on national interest grounds. The purpose of this exemption is to allow transiting travellers to formally enter Canada when it is essential for them to do so in order to complete onward transit to an international destination under the conditions specified below. Specifically, the exemption applies to transiting travellers who do **not** exhibit COVID-19 symptoms and:

- who are required to leave airside at a Canadian airport and formally enter Canada in order to make their transit connection (e.g. to change terminals at an airport); and
- who face delays in catching connecting flights due to unexpected cancellations, delays, and layovers where they cannot reasonably remain airside at the airport and have to remain in Canada (e.g. overnight).

This exemption means the CBSA may grant entry for the purposes of onward travel to travellers who **meet** the following conditions:

- must be able to demonstrate proof of their onward travel to an international destination within approximately 24 hours of arrival by showing proof of their airline ticket or boarding pass;



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- must be able to demonstrate the appropriate travel documentation for temporary entry to Canada (e.g. a valid visa or Electronic Travel Authorization, unless otherwise exempt under the Immigration and Refugee Protection Act and Regulations);
- must self-monitor and immediately report any signs or symptoms of COVID-19 to the Public Health Agency of Canada (PHAC); and
- can remain in a secured or sterile area at airports where feasible, or agree to immediately go to the nearest available hotel to self-isolate until their onward flight is scheduled to depart.

Note: The exemption by the Minister of Foreign Affairs can be extended to a longer period if required to facilitate the traveller's onward travel.

IMPORTANT: Travellers unwilling to comply with the above conditions are prohibited entry to Canada in accordance with the *Quarantine Act Section 58 Emergency Order*. In such cases, BSOs are to follow the process outlined in Shift Briefing Bulletin: 2020-HQ-AC-03-26 - Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States. The airline that transported the traveller to Canada will then be responsible for carrying the traveller from Canada in accordance with section 273(1) of the IRPR.

Note: While travellers arriving in Canada on a foreign government facilitated repatriation flight may not meet the definition of ITI transit, the national interest exemption from the Minister of Foreign Affairs does cover these travellers to allow for entry to Canada in order to complete their onward transit to an international destination. These travellers must conform with the specified conditions in a similar manner to other travellers who meet the exemption. For these travellers, the BSO is to follow the process outlined for *Asymptomatic Travellers who meet the criteria for an ITI exemption*.

Actions required by BSOs

Asymptomatic Travellers **who meet** the criteria for an ITI exemption:

BSOs are to validate the traveller has onward travel to an international destination by viewing proof of their airline ticket, and also ensure they have the appropriate documentation for temporary entry into the country.

Note: In exceptional circumstances should a traveller not be in a position to rebook their flight by time of processing, BSOs should use their discretion to facilitate their entry into Canada, on the basis that the traveller is willing to comply with the requirements and subsequently depart Canada at the next available opportunity. In such cases, the BSOs should consider deferring their examination (A23) until it can be completed upon their departure.

BSOs will direct travellers to a sterile area in the airport where feasible, or to nearby hotels where they must self-isolate until their onward flight is scheduled to depart. Travellers are responsible for paying for their accommodations and expenses for the duration of their self-isolation in Canada. Should a traveller be unable to pay for their accommodations or if the stay is extended, the foreign traveller is to be advised to contact their embassy to request assistance, including financial assistance.

When processing a traveller's temporary entry to Canada, BSOs are to use their discretion and discuss with their management the appropriate option to grant temporary entry. Options, amongst others, include issuing a temporary resident permit or deferring their examination (A23) until it can be completed upon their departure. Confirmation of departure is required as a condition of entry.



All transiting passengers temporarily granted entry into Canada under this provision must provide their contact information for PHAC tracing purposes when being processed by CBSA, with clear indication of the traveller's origin and destination.

Note: At the end of each day, the airports are to report all in-transit travellers who were authorized entry, as well as those who confirmed their departure in line with the ITI exemption. The report must contain the bio data, arrival date into Canada and departure date for each traveller. The report is to be sent via encrypted e-mail to the Border Operations Center.

Asymptomatic Travellers who **do not meet** the criteria for an ITI exemption:

Foreign nationals who have international connections that do not meet the criteria for an "international-to-international" transit or who do not meet the criteria for the ITI exemption and entry to Canada should be treated as non-exempt persons for the purposes of the interim order and amended section 258.1 of the IRPR and treated in accordance with Shift Briefing Bulletin 2020-HQ-AC-03-26, Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States or 2020-HQ-AC-03-26-B Restricting the non-essential travel to Canada of U.S. citizens and other foreign nationals arriving from the United States (all modes).

If a foreign national is deemed inadmissible to Canada or whose entry was prohibited by the emergency provisions of the *Quarantine Act*, the airline that transported the traveller to Canada will then be responsible for carrying the traveller from Canada in accordance with section 273(1) of the IRPR.

Symptomatic Travellers:

BSOs are to follow the process outlined in the Shift Briefing Bulletin 2020-HQ-AC-03-25-B COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes) and the relevant travel restrictions Shift Briefing Bulletin.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.CORONA_VIRUS_TF-GT_virus_CORONA.ASFC@cbsa-asfc.gc.ca.

References:

2020-HQ-AC-03-25-B: COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)

Annex A: Public Health Agency of Canada Contact Tracing Information Collection

Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States

Restricting the non-essential travel to Canada of U.S citizens and other foreign nationals arriving from the United States (all modes)

Quarantine Standard Operating Procedures

2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures



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Job aid: Role of the BSO (screening officer)

2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus

Issued by: Novel Coronavirus Task Force

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Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B

Subject :	Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel
Date :	April 10, 2020

Guiding Principles for border services officers (BSOs) to determine travellers eligibility to enter Canada in light of COVID-19 entry restrictions:

1. Protecting public health by helping to limit the spread and impact of COVID-19;
2. Non presumptive on entry to Canada (example: family ties do not guarantee entry);
3. A traveller's ties and travel pattern to Canada are a useful gauge of the nature of their current travel;
4. BSOs will weigh the facts and reasonableness of a travellers reason to come to Canada in each case and make the decision.

Entry for Discretionary / optional (non-essential) purpose includes, but is not limited to:

- Tourism/sightseeing;
- Recreation;
- Entertainment;
- Social visits to family and friends;
- Religious functions; and/or
- Shopping for non-essential goods.

Entry for a purpose that is not Discretionary / not optional (essential) includes, but is not limited to:

- economic services and supply chains;
- critical infrastructure support;
- health (immediate medical care), safety and security;
- indigenous communities (both travel to support these communities and indigenous individuals);
- transiting through Canada for essential purposes;
- cross-border employment;
- tending to family matters for essential purposes (e.g., bringing supplies to elderly parents or tending to sick family members);
- shopping for essential goods such as medication or basic needs; and/or
- any other activities which are deemed essential by the Government of Canada or based on the officer's assessment.

The objective of the Government of Canada is to allow entry to all asymptomatic foreign nationals whose travel is essential to commerce, trade, economic services and supply chains (unless otherwise inadmissible under IRPA).

Scenarios have been developed for reference and can be found in the document titled: *Determining whether entry will be for a discretionary/optional purpose and whether individual is exempt from mandatory self-isolation*

Note: While a travellers purpose of travel is Essential / Non-Discretionary, it does not automatically exempt them from the 14 day mandatory self-isolation order.



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Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States

2020-HQ-AC-03-26-B: Restricting the non-essential travel to Canada of U.S citizens and other foreign nationals arriving from the United States (all modes)

2020-HQ-AC-03-25-B: COVID-19: Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)

2020-HQ-AC-03-25-B, Annex A: Public Health Agency of Canada Contact Tracing Information Collection

Issued by:

Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject :	Reporting – COVID-19
Date :	February 8, 2020 (Updated: April 17, 2020)

Details:

The following are instructions for the gathering and reporting of data related to the COVID-19. To ensure a consistent approach for reporting by relevant ports of entry (POEs) and Regions the below-described reporting requirements must be followed.

Travellers who are potentially ill with COVID-19

In an effort to restrict distribution, Regions are asked not to use the Single Reporting Tool (SRT). Instead, report COVID-19-related events to BOC via encrypted email and carbon-copy a limited number of key regional stakeholders (i.e. not the wide regional distribution list that is embedded in the Single Reporting Tool but only to the POE's respective RDGO, CPSD, District Director and Chief of Operations).

Cases of travellers who are potentially ill with the COVID-19 are to be reported at the earliest opportunity following the interaction with travellers.

Daily Port of Entry Reporting

Ports of entry are required to input the data outlined below into the Operational Reporting Application (ORA) under the appropriate headings. This can be done throughout a shift or at the end of the evening by an overnight BSO. It is recommended that the data is inputted into ORA as soon as it is received. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT.

Note: If a mistake is found in the data for a specific date and element, an employee at that port of entry can go into the input page for that POE and date and can change the value directly in the application. Data inputters must remember to click the "save" button in the application after inputting changes to the data. This new value will be reflected in the reporting database the following day.

If a POE has no entries for all the below categories, an email must be sent to the Regional Operations Centre (or equivalent) indicating that the input from that POE is nil for the day.

Regional Operations Centers (or their equivalent) are to review the port submissions in ORA for which there are no entries against the 'nil' responses received by email to ensure that all ports have submitted their data. If missing submissions are detected, instruct the port to enter their data into the ORA by 06:00 EDT on the following day.

Validation of the data by both POE and Regional management is expected on a regular basis.

Air Ports of Entry

1. Health Screening: Number of travellers who answered yes to "do you currently have a cough, difficulty breathing or feel you have a fever?"
2. Health Referral - Symptomatic: Number of travellers referred to a quarantine officer because they appear symptomatic.



3. Health Referral- Quarantine Suitability: Number of asymptomatic travellers referred to a quarantine officer (QO) for not having a suitable accommodation to quarantine.
4. Non-Essential Travel – Directed back to the U.S: number of US citizens and number of other foreign nationals were refused entry as a result of non-essential travel to Canada arriving from the United States by air broken down into tourism/sightseeing; recreation; shopping for non-essential goods; other.
5. Not Permitted Entry From Countries Other Than US: number of foreign nationals refused entry as a result of the prohibition of certain foreign nationals from entering Canada by air
6. Refugee Claimants – Temporarily directed back to US: number of people seeking to make a refugee claim in Canada that were directed back to the US
7. Refugee Claimants – Exceptions: the number of people seeking to make a refugee claim in Canada that were allowed to proceed with their claim as they met an exemption

Land, Rail and Ferry Ports of Entry

1. Health Screening: Number of travellers who answered yes to "do you currently have a cough, difficulty breathing or feel you have a fever?"
2. Health Referral - Symptomatic: Number of travellers referred to a quarantine officer because they appear symptomatic
3. Health Referral- Quarantine Suitability: Number of asymptomatic travellers referred to a quarantine officer (QO) for not having a suitable accommodation to quarantine
4. Non-Essential Travel – Directed back to the U.S: number of US citizens and number of other foreign nationals were refused entry as a result of non-essential travel to Canada arriving from the United States broken down into tourism/sightseeing; recreation; shopping for non-essential goods; other.
5. US Refusals: number of Canadian citizens and number of Canadian Permanent Residents turned back at the US border because of non-essential travel
6. US Refusals – Foreign Nationals: number of foreign nationals turned back at the US border because of non-essential travel
7. US Refusals – Refugee Claimants: number of people seeking to make a refugee claim in the US who were turned back at the US border
8. Refugee Claimants – Temporarily directed back to US: number of people seeking to make a refugee claim in Canada that were directed back to the US
9. Refugee Claimants – Exceptions: number of people seeking to make a refugee claim in Canada that were allowed to proceed with their claim as they met an exemption

COVID-19 refusals

CBSA officers at airports of entry are to notify the appropriate Liaison Officer of any traveller who is refused entry and is returned to the country of origin as a result of the COVID-19 travel prohibition and restrictions. Officers are asked to send the following information in an e-mail (one per family unit) following the attached format:

- UCI(s)
- Flight details to Canada
- Return flight details
- Reason for refusal (e.g., purpose of trip is discretionary; doesn't qualify for international-to-international exemption; etc.)



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Further details of the case are appreciated, but not needed, provided that they are in the notes section of the client's examination in GCMS. Having this information will help the CBSA in providing consistent guidance to airlines and foreign governments on the travel prohibition. It will also allow the Liaison Officers to work with airlines and government authorities to ensure a smooth return of the client back to their country of origin.

Please also note that the Liaison Officers, when providing positive recommendations to airlines to board passengers, will now be instructed to record their decisions into GCMS. The remarks will be located under the CLIENT TAB, in the NOTES section. This will allow you to review the information that was taken into consideration at the time of the recommendation.

A complete list of contacts for the Liaison Officer Network is found on Atlas at:

Officers are also asked to put the following generic inboxes in "cc": INS / SRI (CBSA/ASFC) () and CBSA-ASFC_OPS_TRAVELLERS-VOYAGEURS OPS_TRAVELLERS-VOYAGEURS@cbsa-asfc.gc.ca

Actions required by BSOs:

- All BSOs must be familiar with, and follow, the above instructions

Actions required by superintendents:

- Ensure that all BSOs are briefed on, and follow, these procedures.
- Ensure that all reports are submitted in a timely fashion to the appropriate parties

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

[COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)](#)

[Prohibiting Certain Foreign Nationals from Entering Canada from any Country other than the United States](#)

[Restricting the non-essential travel to Canada of US Citizens and other foreign nationals arriving from the United States \(all modes\)](#)

[ORA System Quick Guide](#)

[ORA System User Guide](#)

Issued by: Novel Coronavirus Task Force



OPERATIONAL BULLETIN: OBO-2020-032

TITLE: COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry.

Date of Issue: April 21, 2020	Mode(s): All	Target Audience: All officers administering and enforcing IRPA	Area of Interest: National
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Details:

These instructions are specific to direct back authorities for foreign nationals arriving from the United States who make a claim for refugee protection at designated air and marine ports of entry and for those who enter Canada between ports of entry.

The new Order in Council (colloquially referred to as OIC-24), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States), has been made pursuant to section 58 of the Quarantine Act.

This Order in Council has effect for the period beginning on September 20, 2020 (23:59:59 p.m.) and ending on October 21, 2020 (23:59:59 p.m.).

This new Order in Council (OIC24) replicates the same provisions listed in OIC21 in regards to who can make a claim for refugee protection.

Background

In order to enhance the authority of the Minister of Public Safety and Emergency Preparedness to respond to emergency situations that temporarily impact the border, a new provision for direct back under paragraph 41(d) of the IRPR has been enacted. This amendment enables an officer to direct back a foreign national prohibited pursuant to an emergency order or regulation made under the *Quarantine Act* or the *Emergencies Act*.

OIC 24 creates exceptions to the general prohibition on entering Canada for the purpose of making a claim for refugee protection. More specifically, the new OIC provides that a foreign national is prohibited from entering Canada for the purpose of making a claim for refugee protection unless the foreign national:

- seeks to enter Canada at a land and rail port of entry designated by the

Minister of Public Safety and Emergency Preparedness under section 26 of the Immigration and Refugee Protection Regulations; and

- is a person referred to in section 159.2, 159.5 or 159.6 of the Immigration and Refugee Protection Regulations; or
- is a citizen of the United States;
- seeks to enter Canada other than at a land or rail port of entry and is a person who is a citizen of the United States, a stateless habitual resident of the United States or an unaccompanied, unmarried minor without a parent or legal guardian in the US; or
- is a person whose presence in Canada is determined by the Minister of Public Safety and Emergency Preparedness or the Minister of Citizenship and Immigration to be in the national or public interest, while recognizing the paramount public health interests of Canada and Canadians.
 - More specifically, the Ministers exempt the following persons from the application of the OIC:
 - Foreign Nationals who make a claim for refugee protection at an air or marine port of entry and cannot be immediately directed back to the U.S..
 - Foreign Nationals who may be subject to the death penalty in any country.

Please refer to the notification process below for further case processing instructions.

Actions required by officers and Minister's Delegates (MDs) administering and enforcing the IRPA:

For all direct backs of foreign nationals making a claim for refugee protection at a designated POE (air or marine mode) or in-between the POEs, officers will be responsible to initiate and complete the following:

- Conduct queries in all applicable systems per existing procedures;
- Exam and Ref-Clm creation for quick intake in the Global Case Management System (GCMS);
- Collection of biometrics;
- BSF 505 – Direction to Return to USA and the officer will select "You are prohibited from entering Canada by an order or regulation made by the Governor in Council under the *Emergencies Act* or the *Quarantine Act*" on the form.
- Update the direct back screen in GCMS selecting the option "R41(d) – Emerg/Quarant Act" ;

- Notice to Transporter (BSF 502), as applicable;
- Notification of the direct-back to the USCBP using established local procedures;
- Detailed notes in the examination tab of GCMS; notes must indicate the POE or irregular crossing of arrival. This will allow the officers responsible for the resumption of processing to understand what method of processing applies. Ports of Entry must maintain a list of all direct backs; the list should reflect the information in the Direct Back screen in GCMS and include the UCI, client's status in the U.S., name(s) and current contact information (telephone number and/or email address) for each claimant.

Exception: A direct back should not be issued to FNs who are symptomatic and who arrive from the U.S. via commercial or public conveyance (air or marine mode). Those individuals should be directed to isolate and/or referred to PHAC (depending on the severity of their symptoms and whether there are concerns about their ability to isolate themselves). This does not apply to FNs who arrive from the U.S. in a personal conveyance (i.e., would not pose a risk to other travellers) - they can be directed back to the U.S.

Foreign Nationals who are able to enter to make a refugee claim as per subsection 5(1) or 5(2) of the OIC, can enter even if they are symptomatic and will need to be referred to the PHAC Quarantine officers regardless of mode or location of entry.

Claims for refugee protection will be subject to the following intake process:

1. Determine if the foreign national is symptomatic or asymptomatic as per the following instructions:
 - COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)
2. Perform Secondary Examination
 - Determine if they meet an exemption to the OIC and are permitted to make a claim;
 - Conduct queries in all applicable systems per existing procedures;
 - Initiate Refugee Claim in GCMS;
 - Collect biometrics;
 - Conduct a Preliminary Risk Assessment in order to assess eligibility and once the eligibility assessment is made the following outcomes will occur:

Claim assessed - Low Risk Case:

- i. The processing of FNs seeking entry from the U.S. who make a claim for refugee protection and are assessed to be 'low risk' and appear to meet an exemption or exception to the STCA.
- ii. Once the acknowledgement of claim process is completed, the claimant is permitted entry for further examination to complete the refugee intake processing (BSF536).

Claim assessed - High Risk/Complex Case:

- i. Completion by CBSA at the POE or other CBSA location once the acknowledgement of claim process is completed in consideration of appropriate conditions to ensure compliance;
- ii. Arrest and/or detention (A55) considerations are to be made using the Temporary Measures to Guide Decisions to Detain and Consideration of Alternatives to Detention.

Note: POE's are responsible for the resumption of claim processing as per regional procedures/processing models. Should a claimant request processing at another CBSA location, it is the responsibility of the initial POE to coordinate the resumption of processing with the claimants preferred processing location.

Should a POE decide to complete the refugee intake process at the time of arrival, all protocols to ensure the health and safety of officers and claimants must followed.

For claims assessed to be ineligible, removal orders will come into force as follows:

- i. **101(1)(e) STCA:** immediately [U.S. Removal - Air Mode R159.4(2)];
- ii. **Other grounds of ineligibility - non-STCA:** seven (7) days;
- iii. **101(1)(c.1):** seven (7) days with an expedited PRRA within 30 days by IRCC;
- iv. **101(1)(d):** seven (7) days with an expedited risk assessment for *non-refoulement* within 30 days; and
- v. **101(1)(f) cases:** suspend eligibility before referral to Refugee Protection Division to wait the outcome of an admissibility hearing or criminal court proceeding in Canada.

Note: Foreign Nationals determined ineligible under the STCA shall be ordered removed and returned to the U.S. immediately as per ss.48(2) of *IRPA*.

Subsequent Claims

POE's should not proceed with the processing of a subsequent claim for refugee protection. All foreign nationals with a pending in Canada claim for refugee protection and subsequently seek entry into Canada prior to the border measures being lifted should be directed back to the U.S..

Post Claim Processing Procedures

Foreign Nationals who are permitted to make a claim for refugee protection in Canada while the OIC is in effect are subject to the same requirements as all other travellers as described in OIC 24. Officers are required to follow the process as described at the following link:

[COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)](#)

Transfer to Receiving Organizations

Upon completion of port of entry processing, should an individual require transportation and/or accommodations the following departments should be contacted based on whether the individual(s) are asymptomatic or symptomatic.

Asymptomatic Travellers - Immigration, Refugees and Citizenship Canada

Geographic Area	Contact Name	Contact information (07:00 – 21:00)
Windsor & area		
Lacolle & area		
Lethbridge & area		
Winnipeg & area		
Surrey & area		
Niagara Falls & area		
All other areas or general inquiries		
After Hours Contact (21:00 – 07:00)		

Note: Should transportation and/or accommodations be required, POE's are requested to contact IRCC by providing the individuals GCMS UCI as early as possible in the process.

Symptomatic Travellers - Public Health Agency of Canada

PHAC Central Notification System
1-833-615-2384
phac.cns-snc.aspc@canada.ca

Notification Process

POEs are to notify CBSA Case Management of all foreign nationals who have made a claim for refugee protection including all those directed back or who qualify for an exception (STCA or under the *Quarantine Act* and the OIC). Case Management can be notified via email () with the following subject line: "COVID-19 Response – asylum claimant UCI:11-XXXX-XXXX". The email should also indicate whether the claimants current contact information (telephone number, address and/or email address) is on file for each claimant.

The above is in addition to any established regional notification processes.

Person(s) charged or convicted of an offence that is punishable by the death penalty

POEs must notify the Border Operations Centre immediately and prior to any decision or action is taken on a foreign national who has been charged with or convicted of an offence that is punishable by the death penalty, in the US or another country. The burden of proof is on the claimant to prove that they would be subject to the death penalty.

Return date for the direct back

Under general circumstances, direct backs normally include a specific date and time for the foreign national to return to the POE for further processing. For the duration of COVID-19 response, officers are required to provide the Asylum handout COVID19 to all foreign nationals seeking refugee protection who are directed back. Officers will instruct all refugee claimants directed back to refer to the CBSA website for up to date information on when they should return to Canada. It is important that refugee claimants directed back are clearly counselled that this does not mean that their refugee claim will not be heard but rather that it is only delayed until such time as the OIC is lifted. Once the OIC has been lifted, arrangements will be made for the resumption of the refugee claim examination.

For greater clarity, these regulatory amendments do not impact any of the currently available recourse mechanisms with respect to immigration enforcement. They also do not impact individuals already granted protected person status under subsection 95(2) of the IRPA and seeking to re-enter Canada.

U.S. Interceptions and/or Returns to Canada

All persons intercepted seeking entry into the U.S. at a place other than a POE will be returned to the closest CBSA port of entry. The CBSA port of entry must accept the return of the foreign national; a case-by-case assessment by an officer should be completed and all available officer options can be considered when accepting the return of the foreign national from U.S. authorities. Once the border measures

between Canada and the U.S. are lifted, the individual is to be contacted by U.S. authorities and advised to return to the U.S for further processing.

Note: Should the U.S. return a foreign national who subsequently makes a claim for refugee protection, the STCA ineligible provision would be applicable. Should the claim be deemed ineligible on the basis of the STCA and upon completion of the refugee processing, the foreign national should be removed to the U.S..

Under any circumstances, should the U.S. not agree to accept the return of the foreign national, Case Management should be notified via email () with the following subject line: "COVID-19 Response – asylum claimant UCI:11-XXXX-XXXX". Details as to why the U.S. will not accept the return of the individual should be provided.

Additional Information:

- Arrest and/or detention (A55) considerations are to be made using the Temporary Measures to Guide Decisions to Detain and Consideration of Alternatives to Detention
- For further instructions on symptomatic or asymptomatic foreign nationals, please refer to the shift briefing Restricting the non-essential travel to Canada of U.S. citizens and other foreign nationals arriving from the United States by land, rail, ferry and maritime
- Contact information for Public Health Agency of Canada Quarantine Operations Centres can be found in Appendix B (Quarantine Operations Centres) of Enforcement Manual 4 (Port of Entry Examination).
- Additional guidance on liaising with the Public Health Agency of Canada is found in the People Processing Manual, Part 8, Chapter 5.2
- Additional guidance on POE processing can be found in ENF4 manual
- Additional guidance on writing A44(1) reports and Minister's Delegate review under A44(2) can be found in ENF5 and ENF6 manual, respectively.
- Operational Bulletin: PRG-2015-34 - Transportation of Non-detained Persons in Agency Vehicles while Administering CBSA Program Legislation

Regional Management:

Regional supervisors and managers will ensure that the above instructions are implemented immediately, and will be responsible for regional best practices and for conducting quality assurance.

Contact Information:

Any questions regarding this bulletin should be directed to the following email address:

Border Services Officers: If you have any questions, please forward them through the regional Corporate and Program Services Divisions, which (if required) will then

send an email to the Traveller Operations Division's generic inbox: CBSA-ASFC_Ops_Travellers-Voyageurs

Approved by:

John Ommanney, Director General
Travellers Branch

Christian Lorenz, Director General
Intelligence and Enforcement Branch

Effective Date:

Updated:

Additional bulletins:



OPERATIONAL BULLETIN: OBO-2020-033

TITLE: COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry

Date of Issue: April 21, 2020	Mode(s): Land and Rail	Target Audience: All officers administering and enforcing IRPA	Area of Interest: National
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Details:

These instructions are specific to foreign nationals who make a claim for refugee protection at a designated land or rail port of entry (POE). The Agreement between the Government of Canada and the Government of the United States of America for Cooperation in the Examination of Refugee Status Claims from Nationals of Third Countries [known as the Safe Third Country Agreement (STCA)] continues to apply at land and rail POEs for foreign nationals seeking entry to make claim for refugee protection in Canada. This is true whether the foreign national is asymptomatic or symptomatic for COVID-19.

Note: Foreign nationals who seek entry to Canada by land at a place other than an official port of entry, by air, or marine modes, generally remain prohibited. For further guidance and processing instructions for arrivals in these 3 modes please refer to Operational Bulletin: COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry.

Background

The new Order in Council (colloquially referred to as OIC-24), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States), has been made pursuant to section 58 of the Quarantine Act.

This Order in Council has effect for the period beginning on September 20, 2020 (23:59:59) and ending on October 21, 2020 (23:59:59).

This new Order in Council (OIC24) replicates the same provisions listed in OIC21 in regards to who can make a claim for refugee protection.

OIC 24 creates exceptions to the general prohibition on entering Canada for the purpose of making a claim for refugee protection. More specifically, the new OIC

provides that a foreign national is prohibited from entering Canada for the purpose of making a claim for refugee protection unless the foreign national:

- seeks to enter Canada at a land and rail port of entry designated by the Minister of Public Safety and Emergency Preparedness under section 26 of the Immigration and Refugee Protection Regulations; and
 - is a person referred to in section 159.2, 159.5 or 159.6 of the Immigration and Refugee Protection Regulations; or
 - is a citizen of the United States;
- seeks to enter Canada other than at a land or rail port of entry and is a person who is a citizen of the United States, a stateless habitual resident of the United States or an unaccompanied, unmarried minor without a parent or legal guardian in the US; or
- - is a person whose presence in Canada is determined by the Minister of Public Safety and Emergency Preparedness or the Minister of Citizenship and Immigration to be in the national or public interest, while recognizing the paramount public health interests of Canada and Canadians. **(Not currently applicable at Land and Rail Ports of Entry)**

Actions required by officers and Minister's Delegates (MDs) administering and enforcing the IRPA

Claims for refugee protection will be subject to the following intake process:

1. Determine if the foreign national is symptomatic or asymptomatic as per the following instructions:
 - COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)
2. Perform Secondary Examination
 - Determine if they meet an exemption to the OIC and are permitted to make a claim;
 - Conduct queries in all applicable systems per existing procedures;
 - Initiate Refugee Claim in GCMS;
 - Collect biometrics;
 - Conduct a Preliminary Risk Assessment in order to assess eligibility and once the eligibility assessment is made the following outcomes will occur:

Claim assessed - Low Risk Case:

- i. The processing of FNs seeking entry from the U.S. who make a claim for refugee protection and are assessed to be 'low risk' and appear to meet an exemption or exception to the STCA.
- ii. Once the acknowledgement of claim process is completed, the claimant is permitted entry for further examination to complete the refugee intake processing (BSF536).

Claim assessed - High Risk/Complex Case:

- i. Completion by CBSA at the POE or other CBSA location once the acknowledgement of claim process is completed in consideration of appropriate conditions to ensure compliance;
- ii. Arrest and/or detention (A55) considerations are to be made using the Temporary Measures to Guide Decisions to Detain and Consideration of Alternatives to Detention.

Note: POE's are responsible for the resumption of claim processing as per regional procedures/processing models. Should a claimant request processing at another CBSA location, it is the responsibility of the initial POE to coordinate the resumption of processing with the claimants preferred processing location.

Should a POE decide to complete the refugee intake process at the time of arrival, all protocols to ensure the health and safety of officers and claimants must followed.

For claims assessed to be ineligible, removal orders will come into force as follows:

- i. **101(1)(e) STCA:** immediately;
- ii. **Other grounds of ineligibility - non-STCA:** seven (7) days;
- iii. **101(1)(c.1):** seven (7) days with an expedited PRRA within 30 days by IRCC;
- iv. **101(1)(d):** seven (7) days with an expedited risk assessment for *non-refoulement* within 30 days; and
- v. **101(1)(f) cases:** suspend eligibility before referral to Refugee Protection Division to wait the outcome of an admissibility hearing or criminal court proceeding in Canada.

Note: Foreign Nationals determined ineligible under the STCA shall be ordered removed and returned to the U.S. immediately as per ss.48(2) of *IRPA*.

Subsequent Claims

POE's should not proceed with the processing of a subsequent claim for refugee protection. All foreign nationals with a pending in Canada claim for refugee protection and subsequently seek entry into Canada prior to the border measures being lifted should be directed back to the U.S..

Post Claim Processing Procedures

Foreign Nationals who are permitted to make a claim for refugee protection in Canada while the OIC is in effect are subject to the same requirements as all other travellers as described in OIC 24. Officers are required to follow the process as described at the following link:

[COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)](#)

Transfer to Receiving Organizations

Upon completion of port of entry processing, should an individual require transportation and/or accommodations the following departments should be contacted based on whether the individual(s) are asymptomatic or symptomatic.

Asymptomatic Travellers - Immigration, Refugees and Citizenship Canada

Geographic Area	Contact Name	Contact information (07:00 – 21:00)
Windsor & area		
Lacolle & area		
Lethbridge & area		
Winnipeg & area		
Surrey & area		
Niagara Falls & area		
All other areas or general inquiries		
After Hours Contact (21:00 – 07:00)		

Note: Should transportation and/or accommodations be required, POE's are requested to contact IRCC by providing the individuals GCMS UCI as early as possible in the process.

Symptomatic Travellers - Public Health Agency of Canada

PHAC Central Notification System
1-833-615-2384

phac.cns-snc.aspc@canada.ca

Notification Process

POEs are to notify CBSA Case Management of all foreign nationals who have made a claim for refugee protection including all those directed back or who qualify for an exception (STCA or under the *Quarantine Act* and the OIC). Case Management can be notified via email () with the following subject line: "COVID-19 Response – asylum claimant UCI:11-XXXX-XXXX". The email should also indicate whether the claimants current contact information (telephone number, address and/or email address) is on file for each claimant.

The above is in addition to any established regional notification processes.

Person(s) charged or convicted of an offence that is punishable by the death penalty

POEs must notify the Border Operations Centre immediately and prior to any decision or action is taken on a foreign national who has been charged with or convicted of an offence that is punishable by the death penalty, in the US or another country. The burden of proof is on the claimant to prove that they would be subject to the death penalty.

U.S. Interceptions and/or Returns to Canada

All persons intercepted seeking entry into the U.S. at a place other than a POE will be returned to the closest CBSA port of entry. The CBSA port of entry must accept the return of the foreign national; a case-by-case assessment by an officer should be completed and all available officer options can be considered when accepting the return of the foreign national from U.S. authorities. Once the border measures between Canada and the U.S. are lifted, the individual is to be contacted by U.S. authorities and advised to return to the U.S. for further processing.

Note: Should the U.S. return a foreign national who subsequently makes a claim for refugee protection, the STCA ineligible provision would be applicable. Should the claim be deemed ineligible on the basis of the STCA and upon completion of the refugee processing, the foreign national should be removed to the U.S..

Under any circumstances, should the U.S. not agree to accept the return of the foreign national, Case Management should be notified via email () with the following subject line: "COVID-19 Response – asylum claimant UCI:11-XXXX-XXXX". Details as to why the U.S. will not accept the return of the individual should be provided.

Regional management

Regional supervisors and managers will ensure that the above instructions are implemented immediately, and will be responsible for regional best practices and for conducting quality assurance.

Resources:

For additional instructions on assessing asymptomatic and symptomatic travellers, and/or cases where no exemptions to the prohibition apply, please refer to OBO-2020-021 Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic and/or shift briefing bulletin 2020-HQ-AC-03-25-B COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)

Contact Information:

Any questions regarding this bulletin should be directed to the following email address:

Border Services Officers: If you have any questions, please forward them through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Traveller Operations Division's generic inbox: **ops_travellers-voyageurs@cbsa-asfc.gc.ca**.

Approved by:

**John Ommanney, Director General
Travellers Branch**

**Christian Lorenz, Director General
Intelligence and Enforcement Branch**

Effective Date:

Updated:

Additional bulletins:



Shift Briefing Bulletin

Subject:	Restricting entry of U.S citizens and other foreign nationals into Canada from the United States (all modes)
Date:	March 26, 2020 (version 2: Updated April 21)

This shift briefing bulletin **only** applies to foreign nationals (including United States [U.S.]citizens) and must be read in conjunction with operational bulletin OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

The prohibitions on entry do not apply to foreign nationals who are:

- protected persons within the meaning of s.95(2) of the Immigration and Refugee Protection Act (IRPA);
- registered as Indians under the Indian Act;
- individuals who have been exempt from the order by the Chief Public Health Officer because their presence in Canada would not pose a risk of significant harm to public health; or
- entering to make a refugee claim and will not be directed back under the operational bulletin - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry or COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry

Order in Council 2020-0263 (colloquially referred to as OIC-11), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States), has effect for the period beginning on April 22, 2020 (00:01) and ending on May 21, 2020.

Details:

As a result of the COVID-19 pandemic, Canada and the U.S. have restricted all optional or discretionary (non-essential) travel across the Canada-U.S. border. In both countries, individuals are required to exercise caution by avoiding unnecessary contact with others (physical distancing).

Canada and the U.S. recognize the critical necessity to preserve supply chains between both countries. These supply chains ensure that food, fuel, and life-saving medicines reach people on both sides of the border. Supply chains will not be impacted by this new measure.

Standard to be met for entry:

In order for a U.S citizen or other foreign national to enter Canada from the U.S:

- **they must be asymptomatic; and**
- **their entry must not be for a purpose that is optional or discretionary (non-essential); and**
- **they must be able to comply with the requirement to quarantine based on their purpose of travel and intended length of stay if required to do so.**

Application of Prohibition on Entry from the United States:

The border services officer (BSO) must first determine whether the traveller is displaying any COVID-19 symptoms. If no such symptoms are present, the BSO will ask the traveller the purpose of their entry to Canada to determine if it is optional or discretionary in nature. The BSO should use additional discretionary questioning as required to help determine the purpose of the entry.



Optional or Discretionary Purpose of Travel

A foreign national is prohibited from entering Canada from the U.S. if the purpose of their trip is optional or discretionary, such as tourism, recreation or entertainment.

Consult Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B (Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel) for information related to determining if a traveller's purpose of travel is non-discretionary (essential) or discretionary/ optional (non-essential).

Consult Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B (Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine) for scenarios that were developed to assist BSOs and liaison officers in determining whether entry is for a discretionary/optional purpose.

Unable to comply with quarantine requirement based on purpose and duration of travel:

This applies to foreign nationals who are coming to Canada for non-discretionary (essential) travel and are unable to comply with the requirement to quarantine for the 14 day period.

If a foreign national meets all criteria to enter, and is able to comply with the 14 day mandatory quarantine period, but does not have a suitable quarantine accommodation, they are to be referred to the Public Health Agency of Canada (PHAC) in accordance with existing protocols outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Note: A traveller does not need to remain in Canada to fulfill the 14 quarantine requirement: a traveller can exit Canada before the 14 days ends. Consequently, travellers who seek entry to Canada on route to another U.S. destination will not have to complete 14 days of quarantine.

Actions required by BSOs:

Port of Entry (POE) Process for foreign nationals:

The BSO is to determine if the traveller is symptomatic or asymptomatic by asking the health screening symptoms based questions outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Air Mode: A BSO will establish the purpose of entry at the first point of contact with a traveller at a primary inspection line (PIL) booth, NEXUS triage or at podium/triage position for kiosk-enabled airports.

The BSO will mark the answers on the back of the kiosk receipt or the E311, CBSA Declaration Card.

Land, rail, marine or ferry: If applicable, and the traveller is being referred to secondary, the PIL BSO will mark the answers on the back of the E67 (BSF235), Secondary Referral form or E311, CBSA Declaration Card.

In all modes, BSOs are expected to use the following coding:

- Type of Travel: Discretionary (non-essential) "Disc". If non-Discretionary (essential) - leave blank



If, based on the foreign national's purpose of trip and intended duration of stay, the BSO determines that they will not be able to comply with the mandatory 14 day quarantine period, the BSO will mark the answer as follows:

- Unable to meet quarantine requirement "Quarantine not possible" or if quarantine requirement can be met, leave blank.

If the traveller meets all of the requirements for entry under OIC-11, and no inadmissibility concerns exist, BSOs are to follow the process outlined in shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#), including providing the traveller the green handout, and asking all relevant questions related to their quarantine accommodations. If required, the traveller is to be referred to PHAC to determine a suitable quarantine location.

Asymptomatic

Travel is Non-Discretionary or Not Optional (essential) and travellers meet all other criteria to enter Canada

These travellers are to be authorized entry into Canada as long as no other immigration concerns exist.

Follow all procedures outlined in shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

Note: If a foreign national arrives at a port of entry from the U.S., and their purpose in Canada is considered non-discretionary, they should be allowed to apply for a work permit at the POE if required and permitted to do so under IRPA.

Travel is optional or discretionary (non-essential)

Foreign nationals who seek entry for optional or discretionary reasons are to be advised that they are subject to the prohibition on entry and not allowed into Canada in accordance with OIC-11 and are to be directed back to the U.S. as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR).

For more information please consult [OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#).

Foreign Nationals who are unable to meet quarantine requirement

A foreign national is prohibited from entering Canada from the U.S. if, based on the purpose of entry and intended length of their stay, they will not be able to comply with the requirement to quarantine.

This applies to foreign nationals who are coming to Canada for non-discretionary (essential) travel and are unable to comply with the requirement to quarantine for the 14 day period.

Note: If a foreign national meets the standard for entry, and is able to comply with the 14 day mandatory quarantine period, but does not have a suitable quarantine accommodation, they will be referred to PHAC in accordance with existing protocols outlined in shift briefing bulletin 2020-



HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Symptomatic

Foreign nationals entering from the U.S who have a combination of either a fever and cough; or a fever and breathing difficulties are prohibited from entering Canada even if they meet all other conditions for entry.

Private Conveyance (all purposes of travel)

If a traveller is symptomatic, BSOs are to determine if the traveller requires immediate medical attention. If the traveller requires immediate medical attention, the local emergency medical service is to be called. The BSO will defer the examination in accordance with section 23 of IRPA until such time as the person is cleared by the PHAC QO or released from medical care. A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete examination once any period of self-isolation or treatment is complete. Once the foreign national becomes asymptomatic or no longer requires immediate medical care, the examination can resume and the office will determine admissibility based on existing processes.

A foreign national who does not require immediate medical attention is prohibited from entering Canada from the U.S. if they have COVID-19 or have signs and symptoms of COVID-19, including:

- a) a fever and cough; or
- b) a fever and breathing difficulties.

Foreign nationals who have a combination of either a fever and cough; or a fever and breathing difficulties will be advised that they are subject to the prohibition on entry in accordance with OIC-11. These foreign nationals will be directed back to the U.S.

For more information please consult [OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.](#)

Public Conveyance (all purposes of travel)

A foreign national who does not require immediate medical attention but responds "YES" to the enhanced screening question, is to be processed in accordance with existing enhanced screening measure procedures as per the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

The BSO is to issue a PHAC mask kit to the traveller, direct the traveller to wear the surgical mask contained in the kit, and make a mandatory referral for the traveller to report to a quarantine officer (QO) for further questioning. BSOs will follow standard procedures for contacting a PHAC QO through the PHAC Central Notification Service if no QO is on site. BSOs are to follow the directions of the PHAC QO once the QO completes a health assessment.

PHAC QO Orders Symptomatic Traveller to Isolate

If the QO orders the foreign national to isolate, the BSO will defer the examination in accordance with section 23 of IRPA for the duration of the isolation period and until such time as the person is cleared by the PHAC QO. A23 will include mandatory conditions (R43) and should include



conditions requiring the FN to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete examination once any period of self-isolation or treatment is complete. Once the FN becomes asymptomatic, the examination can resume and the office will determine admissibility based on existing processes. Admissibility concerns are paused during this period in order to prioritize public health considerations. Once a traveller who is prohibited to enter is asymptomatic, they are to be advised that they cannot enter Canada due to the prohibition order and will be allowed to withdraw their application to enter Canada in accordance with section 42 of IRPR.

For more information please consult OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

PHAC QO Determines Traveller is not a Case of Concern During Processing at POE

If the PHAC QO clears the traveller at the POE and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:

- Foreign nationals whose entry is not prohibited under the Quarantine Act emergency order can be allowed to enter Canada, absent other admissibility concerns. BSOs are to follow the process outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes) and follow the direction of the PHAC quarantine officer.
- Foreign nationals whose entry is prohibited under OIC 11 will be subject to a Direct Back to the U.S.

PHAC will provide support and guidance where required. BSOs will seek guidance from their superintendent as needed.

Claims for Refugee Protection

- Claim for refugee protection at airports, marine ports and between ports of entry: Consult operational bulletin - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry.
- Claim for refugee protection at land ports of entry: Consult operational bulletin - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.

Actions required by BSOs working at the Telephone Reporting Center (TRC):

General Aviation

BSOs working at the TRC will advise the aircraft operator during the first call to the TRC (48-2 hour advance notification) that foreign nationals arriving in Canada from the U.S. who are symptomatic for COVID-19; or who are travelling for optional or discretionary purposes; and who, based on their purpose of travel and intended length of stay, are unable to comply with the 14 day mandatory quarantine period, will not be allowed to seek entry into Canada.

The BSO will continue to process the travellers in accordance with existing enhanced screening measures as outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)) .

Pleasure craft, snowmobiles and vehicles



In the case of NEXUS and CANPASS Private Boat members, BSOs working at the TRC will advise the pleasure craft operator during the first call to the TRC (4 hour - 30 min advance notification) that foreign nationals arriving in Canada from the U.S. are subject to travel prohibitions. In the case of non-member pleasure craft, snowmobiles and vehicles, this information will be provided to the caller when they call the TRC to report their arrival in Canada.

The TRC officer will question travellers in accordance with the enhanced screening measures about their purpose for entering Canada and advise the conveyance operator that travellers who are symptomatic, who are travelling for non-essential purposes, or who, based on their purpose of travel and intended length of stay, are unable to comply with the 14 day mandatory quarantine period will not be allowed to seek entry into Canada in accordance with OIC 11.

Secondary referrals

The TRC officer will make a mandatory secondary referral in the TRC System for quarantine screening on **all** conveyances reporting through the TRC (100% referrals).

The TRC officer will notify the superintendent at the responding verification office of the referral and advise them of the following if any travellers:

- on board an inbound or arriving conveyance have COVID-19 or are displaying signs or symptoms associated with the coronavirus, which are a fever and cough or a fever and breathing difficulties; and/or
- the travellers are coming to Canada for optional or discretionary reasons; and/or
- who, based on their purpose of travel and intended length of stay, are unable to comply with the 14 day mandatory quarantine period

The TRC will provide all conveyance and passenger details related to the passage to the superintendent.

Note: If the traveller is prohibited to enter in accordance with OIC 11 and the verification office is unable to attend to meet the conveyance, the TRC BSO will instruct the operator/travellers that they are not permitted to enter Canada and will direct them back to the U.S. as per R41(d) of the IRPR. The TRC BSO will **not** provide the report number to the conveyance operator and will instruct them to turn back and leave the Canadian aerodrome, waters or soil (snowmobiles or vehicles) immediately. The TRC BSO will make pertinent notes in the TRC System regarding the circumstances of the passage, document that the travellers were instructed to leave Canada (directed back), notify the CBSA Marine Security Operations Centre (MSOC) intelligence officer as per instructions below, and complete the entry and make the necessary notes in the Global Case Management System (GCMS) to document the direction given to the travellers.

Notification to the CBSA MSOC intelligence officers:

Further to issuing a direct back to the vessel operator, the BSO will advise the respective CBSA MSOC embed by emailing one of the following CBSA intelligence officers (depending on the geographic location of the vessel's arrival):

- MSOC West: Robin.Whitney@cbsa-asfc.gc.ca
- Great Lakes MSOC: Leticia.Hoffer-Chapman@cbsa-asfc.gc.ca
- MSOC East and Arctic: Lisa.DelVillano@cbsa-asfc.gc.ca

Actions required by BSOs and superintendents working at verification offices:

Verification BSOs will make every effort to attend all TRC referrals for travel prohibitions and enhanced border measures. The superintendent will discuss the situation with verification BSOs



responding to the TRC referrals for the arriving conveyances and ensure that the BSOs have the appropriate personal protective equipment for their use.

Travellers who have been deemed to be symptomatic, travelling for non-essential reasons, or are unable to meet the quarantine requirement are to be advised that they are subject to the prohibition on entry and not allowed into Canada in accordance with the Quarantine Act Section 58 Emergency Order. The BSO is to follow the process for non-essential travel outlined above and direct the travellers back to the U.S. as per R41(d) of the IRPR, and complete the necessary action/notes in the TRCS and the GCMS.

If a direct back is issued, the verification BSO will notify the CBSA MSOC embed as per the instructions above.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application under the appropriate headings. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: [2020-HQ-AC-02-08-B Reporting – COVID-19](#) for reporting instructions and more information.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

[COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)](#)

[2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection \(Compliance and Monitoring\)](#)

[2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States](#)

[2020-HQ-AC-03-26-B: Restricting the non-essential travel to Canada of U.S citizens and other foreign nationals arriving from the United States \(all modes\)](#)

[Annex A: Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel](#)

[Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation](#)

[Quarantine Standard Operating Procedures](#)

[2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada \(PHAC\)'s Quarantine Services: New PHAC Notification Procedures](#)

[Job aid: Role of the BSO \(screening officer\)](#)

[2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#)

[2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus \(2019-nCoV\)](#)

[Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#)

Issued by: Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	COVID-19 – Marine Mode Enhanced Border Measures	
Date:	April 3, 2020	Updated: May 15, 2020

Details:

This shift briefing bulletin describes the enhanced border measures in the marine mode, including the processing of crew, passengers, and supernumeraries on cargo vessels, commercial fishing vessels, commercial passenger vessels (small cruise ships and tour boats), and travellers arriving by pleasure craft (tourism, touring, pleasure fishing, etc.).

Note: Until expired or rescinded, under Transport Canada order titled, "[Interim Order No. 2 Respecting Passenger Vessel Restrictions Due to the Coronavirus Disease 2019 \(COVID-19\)](#)", cruise ships carrying 500 or more persons on board are prohibited from arriving in Canada. Furthermore, while the Public Health Agency of Canada (PHAC) Orders in Council (OIC) under the Quarantine Act, which prohibit optional or discretionary (non-essential) entry to Canada of foreign nationals, are in force, small cruise ships and tour boats carrying passengers for leisure and tourism purposes will not be permitted to enter Canada.

Note: The processing of ferries is addressed in shift briefing bulletin [2020-HQ-AC-03-25-B](#), "COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)".

Advance notification of illness on board vessels

As per the Quarantine Act, prior to arrival of a vessel at its destination in Canada, the vessel operator must inform a PHAC quarantine officer (QO), or cause a QO to be informed, if any person, cargo or other things on board the conveyance could cause the spreading of a communicable disease.

In practice, this notification may occur while the carrier:

- Submits a Pre-Arrival Information Report (PAIR) to Transport Canada (TC) Marine Safety and Security;
- Submits a Pre-Arrival Notification (PAN) to the CBSA National Targeting Centre (NTC); or
- Signals an intention to participate in a vessel traffic management through the Canadian Coast Guard (CCG).

Please note that there is no legal obligation on the carrier to send this information to the CBSA nor is there an authority for the CBSA to demand this information; it's an established, voluntary process, which the majority of vessels follow. This means that there may be situations when the CBSA will not be advised but PHAC will, or TC or potentially the CCG.

If a notification about an illness on board is received from the carrier by the NTC, the NTC will immediately notify the Border Operations Centre (BOC), who will contact the PHAC Notification Line and relay the information to a QO. The NTC will also advise the marine operations at the vessel's intended first port of arrival (FPOA) of the situation. If TC or the CCG receive this information, they will advise PHAC accordingly and the information will be shared among the Marine Security Operations Centre (MSOC) partners, including the CBSA. PHAC will also send the notification to BOC. Once the PHAC assessment is completed, PHAC will notify BOC of the results: health concerns are negated or, if health concerns are confirmed, what action will be taken with respect to the vessel and her crew and passengers (MEDEVAC of ill crew/passenger, isolation or quarantine of selected persons on board the vessel, disembark of all crew/passengers for on-land



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quarantine, etc.). BOC will relay this information to the NTC, who will advise the regional operations accordingly.

Note: The PHAC assessment will be completed no sooner than at 24 hours out mark. This is due to legislative constraints surrounding vessels which are outside of the Canadian territorial waters. It has been agreed that at 24 hours out, most vessels are in Canadian territorial waters, and, therefore, subject to the provisions of the Quarantine Act. This timeframe also aligns with communicable diseases etiology where an assessment done too soon may not capture the syndromic case signs and symptoms, which may develop closer to the vessel's arrival at port.

Any concerns identified with the vessel and details of PHAC's assessment will be communicated by the NTC through the Vessel Analysis and Targeting System (VATS) and direct communication with the regional office.

The following message is currently being pushed in VATS to the ports of entry (POE) clearing cargo vessels:

Note: Effective immediately, all health concerns reported to the CBSA by the vessel operator will be forwarded to a PHAC quarantine officer for review and assessment. In cases of concern, PHAC will advise the CBSA accordingly and the vessel referral notes will reflect PHAC's concerns.

As PHAC's assessment is likely to occur not earlier than at 24 hours out, it is imperative that officers consult referral notes prior to boarding the vessel for any updates and instructions.

If no health issues are reported on the arriving vessel, the vessel will undergo clearance as per the standard CBSA procedures, taking into consideration the enhanced measures for screening of persons under the Quarantine Act.

Travel restrictions

Foreign national crew members arriving on cargo vessels, who are engaged in the operation of the vessel, are deemed essential workers and are exempt from the restrictions of the PHAC OICs providing they do not show signs or experience symptoms of COVID-19 (either fever and cough, or fever and difficulty breathing). Passengers and supernumeraries, however, would not generally meet the exceptions under the OICs as their presence in Canada is non-essential. This means they cannot disembark the vessel anywhere in Canada. **Note:** Please see section on commercial and research fishing vessel for a special exemption for certain supernumeraries engaged in activities on these vessels.

Please refer to shift briefing bulletins [2020-HQ-AC-03-26-B](#), "Restricting the Non-essential Travel to Canada of U.S Citizens and Other Foreign Nationals Arriving from the United States (All Modes)", and [2020-HQ-AC-03-26](#), "Prohibiting Certain Foreign Nationals from Entering Canada from any Country Other than the United States" for exceptions from entry prohibitions.

While reviewing crew and passenger manifests in advance of the vessel's arrival in Canada, the NTC will advise the captain that persons who are non-essential to the operation of the vessel (i.e., any person who is not a crewmember) are subject to the restriction of entry and not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order and advise the regional marine operations of the presence of persons other than crew on board the vessel.

When clearing vessels, marine border services officers (BSO) may exercise discretion in cases of some persons (discharged crew or supernumeraries) transiting Canada on vessels heading from the United States or Canadian ports ocean-ward (e.g., bulk ships in the Great Lakes going up



through the Seaway), if the passage is not optional/non-discretionary and necessary to transport the person out of Canada to their country of residence. In such cases the person should be instructed to quarantine on the vessel and not leave the ship under any circumstances while the vessel is transiting through Canadian waters. BSOs should fill out forms BSF502, Notice to Transporter and BSF502-1, Obligation to hold a person on a vessel and provide these to the captain.

Processing of cargo vessels

In all cases, when clearing vessels, it is recommended that during the secondary examination BSOs exercise caution when conducting screening of persons on board for communicable diseases, including COVID-19, under the Quarantine Act. To that end, prior to commencing the screening, BSOs, in their role as screening officers, may first elect to question the captain to determine if any crew members might be ill, even when there was no advance indication of illnesses on board.

BSOs will follow the enhanced screening process contained in shift briefing bulletin 2020-HQ-AC-03-25-B, "COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)" and make every effort to visually inspect all persons on board for signs of illness or disease and ask specific enhanced screening question, "Do you currently have a cough, difficulty breathing, or feel you have a fever?"

If there are no health concerns, asymptomatic crew remaining on board (who are not signing off in Canada – see the section below for crew discharges) will **not** be instructed to quarantine for 14 days while in Canada. The vessel processing, examination and clearance may continue according to the standard processes, and the crew will be free to continue with their normal duties associated with the operations of the vessel once the vessel is cleared. However, if any crew, passenger or supernumerary appears to be ill, or answers "Yes" to the enhanced screening question, BSOs will refer the traveller to a PHAC QO for a health assessment.

Important: BSOs are to follow procedures for contacting the PHAC Notification Line contained on the Screening Officer Cue Cards, shift briefing bulletin 2019-HQ-AC-05-15, and in the Quarantine Standard Operating Procedures. PHAC Notification Line: **1-833-615-2384**.

If there are any asymptomatic passengers or supernumeraries on board the vessel, BSOs will advise the captain that they are not permitted to enter Canada. As such, they are to be kept on board the vessel and are not allowed to disembark while the vessel is in Canada. Forms BSF502 and BSF502-1 should be filled out. BSOs will advise the PHAC Notification Line about the presence of passengers or supernumeraries on board the vessel for subsequent monitoring of compliance. Once the vessel is cleared for entry to Canada, BSOs are not responsible for ensuring that passengers or supernumeraries remain on board at the subsequent ports of call in Canada; however, any information regarding non-compliance should be reported to PHAC as per the established protocols (2020-HQ-AC-03-29, "Non-compliance with a mandatory order to self-isolate").

Healthy, asymptomatic crew on commercial vessels are **not** required to fill out the Coronavirus Form (traveller contact information).

Note: BSOs should have a supply of the three PHAC Coronavirus Handouts, BROWN (information for asymptomatic exempted essential workers), GREEN (asymptomatic person who must quarantine) and RED, should they need to provide one to persons on board the vessel.

In cases of vessels arriving at certain locations (remote areas, multiple vessels arriving at the same time), BSOs may not be able to attend the arrival site to clear the vessel in person. These vessels may continue to be cleared by telephone or on paper on condition that the enhanced



screening measures are followed and BSOs question the captain with respect to the health status of all on board and make a referral to a PHAC QO if any issues are identified. The BSO will also remind the transporter of their obligation not to let anyone on board who is not exempted under the OICs (i.e., passengers or supernumeraries) to disembark the vessel or else they are liable under s. 258.1 IRPR.

Crew discharges/sign-offs

At FPOAs, the vessel will be required to provide names of all crew being discharged at the FPOA or at any subsequent ports of call in Canada. During FPOA processing, the regions will make every effort to meet all crew being discharged from the vessel (sign-offs) to visually screen them for signs and symptoms of an illness prior to the crew being admitted. If any crew show or report signs of an illness, they will be referred to a PHAC QO as per standard procedures.

Note: Discharged crew who cease to be engaged in an operation of a vessel, are no longer covered by the exemption from the quarantine order as they are leaving the vessel as private persons. As such, asymptomatic discharged crew will be processed as follows:

- Canadian crew returning home will be directed to quarantine for 14 days upon return home and to wear a mask on their trip home (to be provided by the BSO). The BSO may also advise the person to take every precaution and maintain social distancing on the way to their residence. The BSO will provide the GREEN pamphlet to discharged crew members and fill out the PHAC contact form with their information.
- Foreign crew will be permitted to go to the airport to take a flight outside of Canada and will be advised to take every precaution and maintain social distancing during their trip.
- Any discharged crew who will be taking a flight home, will be provided with a mask kit and instructed to wear the surgical mask during their travel home and to immediately contact a local health authority should they become ill during their travel.
- During FPOA processing, these instructions will also be issued to crew signing-off at a subsequent port of call in Canada. The BSO will indicate on the PHAC contact form the port of discharge and the anticipated date of discharge, at which point the 14 days quarantine clock will start.

If a crew member who has been asked to quarantine upon their return home is re-called to ship duties before the 14 days quarantine is finished, they again become essential service to the operation of a vessel. As such, they are permitted to finish the quarantine earlier and re-join the ship provided they are healthy and asymptomatic.

Shore leave

The CBSA is not prohibiting shore leave for crew. If the crew member has been cleared under the Customs Act and IRPA for entry into Canada under the current restrictions in place, the CBSA officers have no authority to prevent them from leaving the vessel. However, the captain/carrier might take into consideration the seriousness of social isolation, and that this may be compromised should a crew member leave the vessel and come into contact with someone who may have been exposed to COVID-19, and choose to voluntarily restrict shore leave of the vessel's crew.

If crew is not permitted entry, for any reason, the carrier would be responsible for removing this person from Canada.



Note: In some cases, a QO may issue an order for a crew member to remain on board. Such orders will be issued on as-needed basis and will be driven by the QO's assessment of the health situation on board.

Commercial and research fishing vessels

Foreign crew on commercial fishing vessels are authorized to enter Canada for the purpose of carrying out a fisheries-related activity, and persons arriving in Canada on board a commercial fishing vessel for the purpose of carrying out a fisheries-related activity are not required to quarantine (subject to stricter provincial requirements). These exceptions do not apply to persons who show symptoms of COVID-19.

Crew returning to Canada directly from fishing grounds beyond Canada's territorial sea are also exempted from a 14-day quarantine requirement.

Note: Specific to the fishing industry, there are exemptions from entry prohibition and requirement to quarantine for certain asymptomatic supernumeraries including observers, scientists, inspectors and other supporting commercial and research fishing-related activities, who enter Canada aboard a Canadian or foreign fishing vessels, for the purpose of carrying out fishing or fishing-related activities, including offloading of fish, repairs, provisioning the vessel and exchange of crew.

Processing of pleasure craft at direct reporting sites

Pleasure craft arriving in Canada may report to the CBSA at Direct Reporting Sites for Marine Private Vessels (DRS/M) for in-person clearance or at Telephone Reporting Sites / Marine (TRS/M) by calling the Telephone Reporting Centre (TRC).

Note: Please refer to shift briefing bulletin [2020-HQ-AC-05-15](#), "COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices" for information on processing of pleasure that report through the TRC.

Private vessels reporting at DRS/Ms will be met in person. A BSO will conduct full questioning of all travellers with respect to the purpose of travel (essential vs non-essential) and visually inspect all persons on board for signs of illness or disease and follow the established enhanced screening protocol. Persons arriving from the United States who do not meet exceptions under the PHAC OICs are to be advised that they are subject to restriction of entry and not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order and the BSO will direct them back to the United States as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR). Persons arriving from other countries (Denmark/Greenland, France/Saint-Pierre-et-Miquelon, etc.) are to be advised that they are subject to the prohibition and are not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order and the BSO will offer the traveller the option to withdraw their application to come to Canada.

Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, officers will follow instructions in the operational bulletin [OBO-2020-021](#), "Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic".

Pleasure craft meeting exceptions from presentation and reporting under the Customs Act

Vessels arriving in Canadian waters which meet the presentation and reporting exceptions found in subsections 11(5) and 12(5) of the Customs Act, are not required to immediately after entering, present themselves to a screening officer at the nearest entry point as required by section 12 of



the Quarantine Act. However, these travellers are still subject to travel restrictions and prohibitions outlined in the PHAC OICs.

The Royal Canadian Mounted Police (RCMP) are customs officers under the Customs Act and screening officers under the Quarantine Act. As such, vessel passage and report information may be shared with RCMP marine patrols or land patrols tasked with enforcing COVID-19 border management measures.

RCMP marine patrols will be liaising with the TRC to determine a vessel's status in Canada. In the case of boaters who have not reported to the TRC because they meet the exceptions from presentation and reporting in the Customs Act, RCMP officers will require them to report [as per the residual authorities in ss.11(5) and ss.12(5)] and conduct screening under the Quarantine Act and the primary questioning as per standard procedures. If any symptomatic travellers are on board who do not require an immediate medical assistance, and/or if it is determined that the traveller's entry to Canada is discretionary and travellers do not meet the exceptions from restrictions in the OIC, the BSO, as per their authority under the IRPR, will instruct the boater and persons on board to leave Canadian waters immediately [direct back as per R41(d) or allowed to leave, whichever is applicable]. **Note:** The RCMP has no authority to issue a direct back or an allowed to leave.

These passages will be entered into the TRCS and suitable notes entered on the passage and in the GCMS.

In certain geographical areas, RCMP marine patrols and other local police of jurisdiction marine patrol units may also be tasked to intervene if it is confirmed that a boater has willfully disregarded CBSA's direction to depart Canadian waters. BSOs and superintendents at the TRC and verification offices are expected to have awareness as to contact information of all law enforcement marine patrol services in their area of responsibility.

Vessels with foreign nationals prohibited entry to Canada that require refueling and provisions

While the OICs prohibiting the entry of foreign nationals are in force, vessels arriving from many foreign locations (Caribbean, the Azores, or even some areas of the US), may require provisions of fuel, water and food, etc., prior to being able to leave Canada. These vessels may have foreign nationals on board who are prohibited from entering Canada under the OICs. The captain of the vessel will be instructed that no foreign nationals who are onboard and who are prohibited from entering under the OIC are allowed to leave the vessel during its short stay in Canada.

The BSO will issue an allowed to leave or a direct back to U.S., whichever is applicable, to all foreign nationals on board who are prohibited from entering under the OICs. The BSO will issue the BSF502, Notice to Transporter and BSF502-1, Obligation to hold a person on a vessel [R261(1)] to the vessel operator, who will then be required to keep all foreign nationals who are prohibited from entering on board until the re-provisioning is completed.

BSOs will inform the master that every effort must be made to obtain supplies by delivery service, without anyone leaving the vessel. If this is not feasible, the processing BSO will contact the PHAC Notification Line to explain the situation and request direction on how to handle the vessel. The processing BSOs will take notes on PHAC's direction with respect to the vessel in their officer's notebook or the TRCS, as the case may be.

The transporter is required to satisfy an officer that all persons who were issued an allowed to leave or a direct back have left Canada. To that end, the BSO will require the captain to report to the CBSA when all re-provisioning is completed and the vessel is ready to exit Canada. This report may be made by telephone to the local CBSA office. A BSO may elect to attend the



vessel's location to verify the travellers' departure from Canada. In rare cases when the local verification office is not available, the captain should be advised to contact the TRC to report that the vessel is ready to depart.

Personal protective equipment

Please refer to the shift briefing bulletin 2020-HQ-AC-01-26, "Occupational Health Advisory: Novel Coronavirus". BSOs should consult this bulletin to understand what personal protective equipment (PPE) is required to protect themselves and have suitable PPE on hand when boarding vessels.

Traveller contact information tracing

Officers processing marine vessels will follow instructions for traveller contact tracing found in Annex to 2020-HQ-AC-03-25-B, "PHAC Contact Information Collection (Compliance and Monitoring)". When clearing vessels, BSOs will ensure that they have a stock on PHAC Coronavirus Forms with them to use.

Actions required by BSOs:

- BSOs in marine operations and verification offices which process small vessels are required to understand and implement the above procedures for the clearance of marine vessels as well as those contained in the associated shift briefing bulletins and operational bulletins.

Actions required by superintendents:

- Superintendents must ensure that front line officers follow the above outlined procedures.
- Superintendents will ensure that officers promptly enter examination notes in VATS and acquit all referrals in ACROSS.
- Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT.
- Verification office superintendents will report on data for conveyances met and cleared by verification offices, and the TRC superintendents will report on data for conveyances which were not met by the verification office, and which were cleared/processed by the TRC, if applicable.
- Consult shift briefing bulletin 2020-HQ-AC-02-08-B, "Reporting – COVID-19 for reporting instructions and more information".

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.



References:

2020-HQ-AC-03-26-B, Restricting the Non-essential Travel to Canada of U.S Citizens and Other Foreign Nationals Arriving from the United States (All Modes)

2020-HQ-AC-03-26, Prohibiting Certain Foreign Nationals from Entering Canada from any Country Other than the United States

2020-HQ-AC-03-25-B, COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)

Annex to 2020-HQ-AC-03-25-B, PHAC Contact Information Collection (Compliance and Monitoring)

OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic

OBO-2020-032, COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry

2019-HQ-AC-05-15, Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures

2020-HQ-AC-02-08-B, Reporting – COVID-19

2020-HQ-AC-05-15, COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices

Quarantine Standard Operating Procedures and Job aid: Role of the BSO (screening officer)

Issued by:

Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	Restricting entry of U.S. citizens and other foreign nationals into Canada from the United States (all modes)
Date:	March 26, 2020 (version 3: Updated May 21)

This shift briefing bulletin **only** applies to foreign nationals (including United States [U.S.] citizens) and must be read in conjunction with operational bulletin OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

The prohibitions on entry does not apply to the following foreign nationals:

- a person registered Indian under the Indian Act;
- a person who, determined by the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act, not to pose a risk of significant harm to public health;
- a protected person within the meaning of s.95(2) of the Immigration and Refugee Protection Act (IRPA);
- a person entering to make a refugee claim and will not be directed back under the operational bulletin – OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry or OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.

The new Order in Council (colloquially referred to as OIC-12), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States), has been made pursuant to section 58 of the Quarantine Act. This Order in Council has effect for the period beginning on May 22, 2020 (00:01) and ending on June 21, 2020. The Order repeals and replaces the Order in Council P.C. 2020-263 (OIC11).

Details:

As a result of the COVID-19 pandemic, Canada and the U.S. have restricted all optional or discretionary travel across the Canada-U.S. border. In both countries, individuals are required to exercise caution by avoiding unnecessary contact with others (physical distancing).

Canada and the U.S. recognize the critical necessity to preserve supply chains between both countries. These supply chains ensure that food, fuel, and life-saving medicines reach people on both sides of the border. Supply chains will not be impacted by this new measure.

Standard to be met for entry:

For a U.S citizen or other foreign national to enter Canada from the U.S:

- **they must be asymptomatic;**
- **their entry must not be for a purpose that is optional or discretionary; and**
- **they must be able to comply with the requirement to quarantine based on their purpose of travel and intended length of stay if required to do so.**

Note: When considering the application for entry by foreign nationals who meet all IRPA and OIC requirements, officers must not seek to apply a test of the “essential” nature of their work in Canada. For example, a foreign national who holds a valid work permit, and whose place of employment in Canada is open for business, does not have to prove that their work is an essential



service. BSOs must be careful not to introduce an additional layer to the standard for entry which is not specified in the OIC / SBB.

Application of Prohibition on Entry from the United States:

The border services officer (BSO) must first determine whether the traveller is displaying any COVID-19 symptoms. If no symptoms are present, the BSO will ask the traveller the purpose of their entry to Canada to determine if it is optional or discretionary in nature. The BSO should use additional discretionary questioning as required to help determine the purpose of the entry.

Optional or Discretionary Purpose of Travel

A foreign national is prohibited from entering Canada from the U.S. if the purpose of their trip is optional or discretionary, such as tourism, recreation or entertainment.

Consult Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B (Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel) and Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B (Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine) for more information.

Unable to comply with quarantine requirement based on purpose and duration of travel:

This applies to foreign nationals who are coming to Canada for non-discretionary travel and are unable to comply with the requirement to quarantine for the 14 day period pursuant to OIC10, entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation), in effect until June 30, 2020.

If a foreign national meets all criteria to enter, and is able to comply with the 14 day mandatory quarantine period, but does not have a suitable quarantine accommodation, they are to be referred to the Public Health Agency of Canada (PHAC) in accordance with existing protocols outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Note: A traveller does not need to remain in Canada to fulfill the 14 quarantine requirement: a traveller can exit Canada before the 14 days ends. Consequently, travellers who seek entry to Canada on route to another U.S. destination will not have to complete 14 days of quarantine.

Actions required by BSOs:

Port of Entry (POE) Process for foreign nationals:

The BSO is to determine if the traveller is symptomatic or asymptomatic by asking the health screening symptoms based questions outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Air Mode: A BSO will establish the purpose of entry at the first point of contact with a traveller at a primary inspection line (PIL) booth, NEXUS triage or at podium/triage position for kiosk-enabled airports.

The BSO will mark the answers on the back of the kiosk receipt or the E311, CBSA Declaration Card.



Land, rail, marine or ferry: If applicable, and the traveller is being referred to secondary, the PIL BSO will mark the answers on the back of the E67 (BSF235), Secondary Referral form or E311, CBSA Declaration Card.

In all modes, BSOs are expected to use the following coding:

- Type of Travel: Discretionary "Disc". If non-Discretionary - leave blank

If, based on the foreign national's purpose of trip and intended duration of stay, the BSO determines that they will not be able to comply with the mandatory 14 day quarantine period, the BSO will mark the answer as follows:

- Unable to meet quarantine requirement "Quarantine not possible" or if quarantine requirement can be met, leave blank.

If the traveller meets all of the requirements for entry under OIC-12, and no admissibility concerns exist, BSOs are to follow the process outlined in shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)), including providing the traveller the green handout, and asking all relevant questions related to their quarantine accommodations. If required, the traveller is to be referred to PHAC to determine a suitable quarantine location.

Asymptomatic

Travel is Non-Discretionary or Not Optional and travellers meet all other criteria to enter Canada

These travellers are to be authorized entry into Canada as long as no other immigration concerns exist.

Follow all procedures outlined in shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Note: If a foreign national arrives at a POE from the U.S., and their purpose in Canada is considered non-discretionary, they should be allowed to apply for a work permit at the POE if required and permitted to do so under the IRPA.

Travel is optional or discretionary

Foreign nationals who seek entry for optional or discretionary reasons are to be advised that they are subject to the prohibition on entry and not allowed into Canada in accordance with OIC-12 and are to be directed back to the U.S. as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR).

For more information please consult OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

Foreign Nationals who are unable to meet quarantine requirement

A foreign national is prohibited from entering Canada from the U.S. if, based on the purpose of entry and intended length of their stay, they will not be able to comply with the requirement to quarantine.



This applies to foreign nationals who are coming to Canada for non-discretionary travel and are unable to comply with the requirement to quarantine for the 14 day period.

Note: If a foreign national meets the standard for entry, and is able to comply with the 14 day mandatory quarantine period, but does not have a suitable quarantine accommodation, they will be referred to PHAC in accordance with existing protocols outlined in shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

Symptomatic

Foreign nationals entering from the U.S who have a combination of either a fever and cough; or a fever and breathing difficulties are prohibited from entering Canada even if they meet all other conditions for entry.

Private Conveyance (all purposes of travel)

If a traveller is symptomatic, BSOs are to determine if the traveller requires immediate medical attention. If the traveller requires immediate medical attention, the local emergency medical service is to be called. The BSO will defer the examination in accordance with section 23 of the IRPA until such time as the person is cleared by the PHAC quarantine officer (QO) or released from medical care. Entry pursuant to A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete examination once any period of self-isolation or treatment is complete. Once the foreign national becomes asymptomatic or no longer requires immediate medical care, the examination can resume and the office will determine admissibility based on existing processes.

A foreign national who does not require immediate medical attention is prohibited from entering Canada from the U.S. if they have COVID-19 or have signs and symptoms of COVID-19, including:

- a) a fever and cough; or
- b) a fever and breathing difficulties.

Foreign nationals who have a combination of either a fever and cough; or a fever and breathing difficulties will be advised that they are subject to the prohibition on entry in accordance with OIC-12. These foreign nationals will be directed back to the U.S.

For more information please consult [OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#).

Public Conveyance (all purposes of travel)

A foreign national who does not require immediate medical attention but responds "YES" to the enhanced screening question, is to be processed in accordance with existing enhanced screening measure procedures as per the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

The BSO is to issue a PHAC mask kit to the traveller, direct the traveller to wear the surgical mask contained in the kit, and make a mandatory referral for the traveller to report to a QO for further questioning. BSOs will follow standard procedures for contacting a PHAC QO through the PHAC



Central Notification Service if no QO is on site. BSOs are to follow the directions of the PHAC QO once the QO completes a health assessment.

PHAC QO Orders Symptomatic Traveller to Isolate

If the QO orders the foreign national to isolate, the BSO will defer the examination in accordance with section 23 of the IRPA for the duration of the isolation period and until such time as the person is cleared by the PHAC QO. During this time, priority shall be given to public health and officer safety considerations, and steps to determine inadmissibility that would require interaction with the foreign national should be likewise deferred. A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete their examination once any period of self-isolation or treatment is complete. Once the foreign national becomes asymptomatic, the examination can resume and the office will determine admissibility based on existing processes. Once the FN becomes asymptomatic, the examination can resume and the office will determine admissibility based on existing processes: e.g., if they fall under one of the exemptions, they may be admitted if not, the officer will advise the FN that they cannot enter Canada due to the prohibition order and allow them the opportunity to withdraw the application to enter Canada. Please note that once A23 option has been used, the FN can no longer be given a Direct Back.

For more information please consult OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

PHAC QO Determines Traveller is not a Case of Concern During Processing at POE

If the PHAC QO clears the traveller at the POE and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:

- Foreign nationals whose entry is not prohibited under the Quarantine Act emergency order can be allowed to enter Canada, absent other admissibility concerns. BSOs are to follow the process outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)) and follow the direction of the PHAC QO.
- Foreign nationals whose entry is prohibited under OIC 12 will be subject to a Direct Back to the U.S.

PHAC will provide support and guidance where required. BSOs will seek guidance from their superintendent as needed.

Claims for Refugee Protection

- Claim for refugee protection at airports, marine ports and between ports of entry: Consult OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry.
- Claim for refugee protection at land ports of entry: Consult OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.



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Actions required by BSOs working at the Telephone Reporting Center and BSOs and superintendents working at verification offices:

Consult shift briefing bulletin [2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#).

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the POEs for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: [2020-HQ-AC-02-08-B Reporting – COVID-19](#) for reporting instructions and more information.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.CORONA_VIRUS_TF-GT_virus_CORONA.ASFC@cbsa-asfc.gc.ca.

References:

- [Annex A: Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel](#)
- [Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation](#)
- [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#)
- [2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection \(Compliance and Monitoring\)](#)
- [2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#)
- [Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#)[2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States](#)
- [OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry or](#)
- [OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.](#)
- [Quarantine Standard Operating Procedures](#)
- [2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada \(PHAC\)'s Quarantine Services: New PHAC Notification Procedures](#)
- [Job aid: Role of the BSO \(screening officer\)](#)
- [2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#)
- [2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus \(2019-nCoV\)](#)

Issued by: Coronavirus Task Force



Shift Briefing Bulletin

Subject :	COVID-19 Temporary update regarding the "Confirmation of Referral and Notice to Appear (NTA)" and new Basis of Claim Abandon Date Calendar for 2020
Date :	June 4, 2020

Details:

The purpose of this Shift Briefing Bulletin is to provide the updated "Confirmation of referral and notice to appear" letter issued on behalf of the Immigration and Refugee Board (IRB).

In light of the COVID-19 pandemic, the IRB is suspending, until further notice, all in-person hearings except detention reviews and some admissibility hearings involving detained persons. The Refugee Protection Division (RPD) released a Practice Notice on April 7, 2020. Please note that the Practice Notice states that the due date for filing the BOC Form **is now extended to 30 days after the date of the Resumption Notice**. The Resumption Notice is still unknown and will be posted on the IRB website.

Normally, the Basis of Claim (BOC) Form for claims made at a Port of Entry (POE) must be provided to the RPD no more than 15 business days after the day the claim is referred to the RPD. Only in exceptional circumstances may it be provided after the 15 day requirement.

In addition, the purpose of this Shift Briefing Bulletin is to provide with the updated BOC Abandon date calendar. As Operational Bulletin PRG-2018-47 provides all the details about the changes to scheduling of refugee hearing dates and the Confirmation of Referral procedures, the BOC Abandon date calendar has been updated accordingly. The calendar can now be accessed via the Wiki page: BOC Procedures/FDA Procédures.

There are no changes to the other refugee processing procedures to follow at this time.

Actions required by BSOs:

- Continue to follow the current procedures as per PRG-2018-47
- Provide the temporary "Confirmation of referral and notice to appear" to the applicant available on the Wiki page.
- Consult the new BOC Abandon date calendar when processing a refugee claim and continue to use the date indicated within the calendar during this temporary procedure.

Actions required by superintendents:

- Communicate this shift briefing to BSOs
- Keep up to date on travel restriction directives and communicate these with BSOs.

Inquiries:

CBSA-ASFC Ops Travellers-Voyageurs

References:

Operational Bulletin PRG-2018-47

IRB: The Practice Notice



Canada Border
Services Agency

Agence des services
frontaliers du Canada



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Wiki page: [BOC Procedures/FDA Procédures](#)

Issued by:

Travellers Facilitation Programs Unit
Program & Policy Management Division
Travellers Programs Directorate

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Shift Briefing Bulletin

Subject:	COVID-19 – Marine Mode Enhanced Border Measures	
Date:	April 3, 2020	Updated: June 12, 2020

Details:

This shift briefing bulletin describes the enhanced border measures in the marine mode, including the processing of crew, passengers, and supernumeraries on cargo vessels, commercial fishing vessels, commercial passenger vessels (small cruise ships and tour boats), and travellers arriving by pleasure craft (tourism, touring, pleasure fishing, etc.).

Note: Until expired or rescinded, under Transport Canada order titled, "[Interim Order No. 2 Respecting Passenger Vessel Restrictions Due to the Coronavirus Disease 2019 \(COVID-19\)](#)", cruise ships carrying 500 or more persons on board are prohibited from arriving in Canada. Furthermore, while the Public Health Agency of Canada (PHAC) Orders in Council (OIC) under the *Quarantine Act*, which prohibit optional or discretionary (non-essential) entry to Canada of foreign nationals, are in force, small cruise ships and tour boats carrying passengers for leisure and tourism purposes will not be permitted to enter Canada.

Note: The processing of ferries is addressed in shift briefing bulletin [2020-HQ-AC-03-25-B](#), "COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)".

Innocent passage

In order for Canada to meet international obligations with respect to the right of innocent passage, suitable provisions have been added to the recently updated PHAC OICs titled "[Minimizing the Risk of Exposure to COVID-19 in Canada Order \(Prohibition of Entry into Canada from the United States\)](#)" and "[Minimizing the Risk of Exposure to COVID-19 in Canada Order \(Prohibition of Entry into Canada from any Country other than the United States\)](#)". Persons on board vessels transiting Canadian waters, including inland waters, directly from one place outside Canada to another place outside Canada are not affected by the prohibitions of entry. As such, vessels carrying foreign nationals entering Canada for the exclusive purpose of transit, and the person on board did not land in Canada and the conveyance did not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law, are not subject to any provisions of prohibitions of entry. The transit movement must be direct, continuous and uninterrupted, and the route reasonable to the purpose of transit. **Note:** Travellers exercising the right of innocent passage do not have to be asymptomatic; however, any ill travellers still have to be reported to the CBSA if the persons on board are required to present and report to the CBSA.

If transiting vessels do anchor in Canadian waters, in accordance with right of innocent passage, the presentation and reporting exceptions found in ss.11(5) and ss.12(5) of the *Customs Act* no longer apply and persons still must present and report as per ss.11(1) and ss.12(1) of the *Customs Act* and report to the CBSA according to the established procedures. BSOs will process the vessel and travellers on board, confirm that they are in transit, ask enhanced screening questions to determine if any travellers are symptomatic (to determine if an additional order is required from PHAC), and, unless compelling reasons exist to request an examination, will allow the vessel and travellers to continue with their transit.

Transiting travellers are subject to the mandatory quarantine requirements should they make a landfall in Canada. They may make only non-discretionary, essential stops along the way (e.g., facilities use, refueling or acquiring essential supplies). Travellers will be asked to practice social distancing and are required to wear a non-medical mask or face coverings during these stops, for



example, if they have to leave their boat to obtain supplies that cannot be delivered. Additionally, for any period of time in which they are not travelling, for example, if required to spend the night, they will be required to remain on their boat. If that is not possible, then a hotel may be used for quarantine purposes until the travellers are ready to resume their trip.

Loop movements or circuitous routes for discretionary leisure purposes (e.g., tour boats, whale watching vessels, sightseeing, touring, pleasure or guided fishing) are not exempted from the prohibitions of entry and continue to be prohibited.

Advance notification of illness on board vessels

As per the *Quarantine Act*, prior to arrival of a vessel at its destination in Canada, the vessel operator must inform a PHAC quarantine officer (QO), or cause a QO to be informed, if any person, cargo or other things on board the conveyance could cause the spreading of a communicable disease.

In practice, this notification may occur while the carrier:

- Submits a Pre-Arrival Information Report (PAIR) to Transport Canada (TC) Marine Safety and Security;
- Submits a Pre-Arrival Notification (PAN) to the CBSA National Targeting Centre (NTC); or
- Signals an intention to participate in a vessel traffic management through the Canadian Coast Guard (CCG).

Please note that there is no legal obligation on the carrier to send this information to the CBSA nor is there an authority for the CBSA to demand this information; it's an established, voluntary process, which the majority of vessels follow. This means that there may be situations when the CBSA will not be advised but PHAC will, or TC or potentially the CCG.

If a notification about an illness on board is received from the carrier by the NTC, the NTC will immediately notify the Border Operations Centre (BOC), who will contact the PHAC Notification Line and relay the information to a QO. The NTC will also advise the marine operations at the vessel's intended first port of arrival (FPOA) of the situation. If TC or the CCG receive this information, they will advise PHAC accordingly and the information will be shared among the Marine Security Operations Centre (MSOC) partners, including the CBSA. PHAC will also send the notification to BOC. Once the PHAC assessment is completed, PHAC will notify BOC of the results: health concerns are negated or, if health concerns are confirmed, what action will be taken with respect to the vessel and her crew and passengers (MEDEVAC of ill crew/passenger, isolation or quarantine of selected persons on board the vessel, disembark of all crew/passengers for on-land quarantine, etc.). BOC will relay this information to the NTC, who will advise the regional operations accordingly.

Note: The PHAC assessment will be completed no sooner than at 24 hours out mark. This is due to legislative constraints surrounding vessels which are outside of the Canadian territorial waters. It has been agreed that at 24 hours out, most vessels are in Canadian territorial waters, and, therefore, subject to the provisions of the *Quarantine Act*. This timeframe also aligns with communicable diseases etiology where an assessment done too soon may not capture the syndromic case signs and symptoms, which may develop closer to the vessel's arrival at port.

Any concerns identified with the vessel and details of PHAC's assessment will be communicated by the NTC through the Vessel Analysis and Targeting System (VATS) and direct communication with the regional office.



The following message is currently being pushed in VATS to the ports of entry (POE) clearing cargo vessels:

Note: Effective immediately, all health concerns reported to the CBSA by the vessel operator will be forwarded to a PHAC quarantine officer for review and assessment. In cases of concern, PHAC will advise the CBSA accordingly and the vessel referral notes will reflect PHAC's concerns.

As PHAC's assessment is likely to occur not earlier than at 24 hours out, it is imperative that officers consult referral notes prior to boarding the vessel for any updates and instructions.

If no health issues are reported on the arriving vessel, the vessel will undergo clearance as per the standard CBSA procedures, taking into consideration the enhanced measures for screening of persons under the *Quarantine Act*.

Travel restrictions

Foreign national crew members arriving on cargo vessels, who are engaged in the operation of the vessel, are deemed essential workers and are exempt from the restrictions of the PHAC OICs providing they do not show signs or experience symptoms of COVID-19 (either fever and cough, or fever and difficulty breathing). Passengers and supernumeraries, however, would not generally meet the exceptions under the OICs as their presence in Canada is non-essential. This means they cannot disembark the vessel anywhere in Canada, unless they are disembarking with their discharging crew family member and returning home. **Note:** Please see section on commercial and research fishing vessel for a special exemption for certain supernumeraries engaged in activities on these vessels.

Please refer to shift briefing bulletins 2020-HQ-AC-03-26-B, "Restricting the Non-essential Travel to Canada of U.S Citizens and Other Foreign Nationals Arriving from the United States (All Modes)", and 2020-HQ-AC-03-26, "Prohibiting Certain Foreign Nationals from Entering Canada from any Country Other than the United States" for exceptions from entry prohibitions.

Note: There may be cases where authorized supernumeraries may enter Canada to join a vessel to perform work on the vessel. These technicians specified by a government, manufacturer, or the manufacturer warranty, as required to maintain or repair equipment necessary to support critical infrastructure (energy and utilities, information and communication technologies, finance, health, food, water, transportation, safety, government and manufacturing, e.g., superintendents sent by a shipping company, service engineers, etc.). Upon arriving at a POE, those who fall under the above categories, will not be prohibited from entering the country, provided that documentation related to the essential service is presented and verified by a BSO. These supernumeraries may enter and depart the vessel without the 14 day quarantine requirement, but must wear masks upon entry into Canada and while in transit to and from the vessel.

While reviewing crew and passenger manifests in advance of the vessel's arrival in Canada, the NTC will advise the captain that persons who are non-essential to the operation of the vessel (i.e., any person who is not a crewmember or an essential supernumerary as described above) are subject to the restriction of entry and not allowed to enter Canada in accordance with the *Quarantine Act* Section 58 Emergency Order and advise the regional marine operations of the presence of persons other than crew on board the vessel.

When clearing vessels, marine border services officers (BSO) may exercise discretion in cases of some persons (discharged crew or non-essential supernumeraries) transiting Canada on vessels heading from the United States or Canadian ports ocean-ward (e.g., bulk ships in the Great Lakes



going up through the Seaway), if the passage is not optional/non-discretionary and necessary to transport the person out of Canada to their country of residence. In such cases the person should be instructed to quarantine on the vessel and not leave the ship under any circumstances while the vessel is transiting through Canadian waters. BSOs should fill out forms [BSF502, Notice to Transporter](#) and [BSF502-1, Obligation to hold a person on a vessel](#) and provide these to the captain.

Processing of cargo vessels

In all cases, when clearing vessels, it is recommended that during the secondary examination BSOs exercise caution when conducting screening of persons on board for communicable diseases, including COVID-19, under the *Quarantine Act*. To that end, prior to commencing the screening, BSOs, in their role as screening officers, may first elect to question the captain to determine if any crew members might be ill, even when there was no advance indication of illnesses on board.

BSOs will follow the enhanced screening process contained in shift briefing bulletin [2020-HQ-AC-03-25-B](#), "COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)" and make every effort to visually inspect all persons on board for signs of illness or disease and ask specific enhanced screening question, "Do you currently have a cough, difficulty breathing, or feel you have a fever?"

If there are no health concerns, asymptomatic crew remaining on board (who are not signing off in Canada – see the section below for crew discharges) will **not** be instructed to quarantine for 14 days while in Canada. The vessel processing, examination and clearance may continue according to the standard processes, and the crew will be free to continue with their normal duties associated with the operations of the vessel once the vessel is cleared. However, if any crew, passenger or supernumerary appears to be ill, or answers "Yes" to the enhanced screening question, BSOs will refer the traveller to a PHAC QO for a health assessment.

Important: BSOs are to follow procedures for contacting the PHAC Notification Line contained on the Screening Officer Cue Cards, shift briefing bulletin [2019-HQ-AC-05-15](#), and in the [Quarantine Standard Operating Procedures](#). PHAC Notification Line: **1-833-615-2384**.

If there are any asymptomatic passengers or non-essential supernumeraries on board the vessel, BSOs will advise the captain that they are not permitted to enter Canada. As such, they are to be kept on board the vessel and are not allowed to disembark while the vessel is in Canada, unless they are disembarking with their discharging crew family member and returning home. Forms BSF502 and BSF502-1 should be filled out for those remaining on board. BSOs will advise the PHAC Notification Line about the presence of passengers or non-essential supernumeraries on board the vessel for subsequent monitoring of compliance. Once the vessel is cleared for entry to Canada, BSOs are not responsible for ensuring that passengers or supernumeraries remain on board at the subsequent ports of call in Canada; however, any information regarding non-compliance should be reported to PHAC as per the established protocols ([2020-HQ-AC-03-29](#), "Non-compliance with a mandatory order to self-isolate").

Healthy, asymptomatic crew on commercial vessels are **not** required to fill out the Coronavirus Form (traveller contact information).

Note: BSOs should have a supply of the three PHAC Coronavirus Handouts, BROWN (information for asymptomatic exempted essential workers), GREEN (asymptomatic person who must quarantine) and RED, should they need to provide one to persons on board the vessel.

In cases of vessels arriving at certain locations (remote areas, multiple vessels arriving at the same time), BSOs may not be able to attend the arrival site to clear the vessel in person. These



vessels may continue to be cleared by telephone or on paper on condition that the enhanced screening measures are followed and BSOs question the captain with respect to the health status of all on board and make a referral to a PHAC QO if any issues are identified. The BSO will also remind the transporter of their obligation not to let anyone on board who is not exempted under the OICs (i.e., passengers or non-essential supernumeraries) to disembark the vessel or else they are liable under s. 258.1 IRPR.

Crew discharges/sign-offs

At FPOAs, the vessel will be required to provide names of all crew being discharged at the FPOA or at any subsequent ports of call in Canada. During FPOA processing, the regions will make every effort to meet all crew being discharged from the vessel (sign-offs) to visually screen them for signs and symptoms of an illness prior to the crew being admitted. If this is not possible, BSOs will advise discharging crew to wear a mask and maintain physical distancing. The BROWN pamphlet can be emailed to the vessel for distribution. If any crew show or report signs of an illness, they will be referred to a PHAC QO as per standard procedures.

Note: PHAC has provided an updated direction that all discharged crew are covered by the exemption from the quarantine order. As such, asymptomatic discharged crew will be processed as follows:

- Canadian crew returning home will **not** be required to quarantine for 14 days; however, they do need to wear a mask on their trip home (to be provided by the BSO, if possible). The BSO may also advise the person to take every precaution and maintain physical distancing on the way to their residence. The BSO will provide the BROWN pamphlet to discharged crew members.
- Foreign crew, and their families (supernumeraries), will be permitted to go to the airport to take a flight outside of Canada and will be advised to take every precaution and maintain physical distancing during their trip.
- Any discharged crew, and their family member, who will be taking a flight home, will be provided with a mask kit and instructed to wear the surgical mask during their travel home and to immediately contact a local health authority should they become ill during their travel. The BSO will provide the BROWN pamphlet to discharged crew members.

During FPOA processing, these instructions will also be issued to crew signing-off at a subsequent port of call in Canada.

Shore leave

The CBSA is not prohibiting shore leave for crew. If the crew member has been cleared under the *Customs Act* and *IRPA* for entry into Canada under the current restrictions in place, the CBSA officers have no authority to prevent them from leaving the vessel. However, the captain/carrier might take into consideration the seriousness of social isolation, and that this may be compromised should a crew member leave the vessel and come into contact with someone who may have been exposed to COVID-19, and choose to voluntarily restrict shore leave of the vessel's crew.

If crew is not permitted entry, for any reason, the carrier would be responsible for removing this person from Canada.

Note: In some cases, a QO may issue an order for a crew member to remain on board. Such orders will be issued on as-needed basis and will be driven by the QO's assessment of the health situation on board.



Commercial and research fishing vessels

Foreign crew on commercial fishing vessels are authorized to enter Canada for the purpose of carrying out a fisheries-related activity, and persons arriving in Canada on board a commercial fishing vessel for the purpose of carrying out a fisheries-related activity are not required to quarantine (subject to stricter provincial requirements). These exceptions do not apply to persons who show symptoms of COVID-19.

Crew returning to Canada directly from fishing grounds beyond Canada's territorial sea are also exempted from a 14-day quarantine requirement.

Note: Specific to the fishing industry, there are exemptions from entry prohibition and requirement to quarantine for certain asymptomatic supernumeraries including observers, scientists, inspectors and other supporting commercial and research fishing-related activities, who enter Canada aboard a Canadian or foreign fishing vessels, for the purpose of carrying out fishing or fishing-related activities, including offloading of fish, repairs, provisioning the vessel and exchange of crew.

Processing of pleasure craft at direct reporting sites

Pleasure craft arriving in Canada may report to the CBSA at Direct Reporting Sites for Marine Private Vessels (DRS/M) for in-person clearance or at Telephone Reporting Sites / Marine (TRS/M) by calling the Telephone Reporting Centre (TRC).

Note: Please refer to shift briefing bulletin [2020-HQ-AC-05-15](#), "COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices" for information on processing of pleasure that report through the TRC.

Private vessels reporting at DRS/Ms will be met in person. A BSO will conduct full questioning of all travellers with respect to the purpose of travel (discretionary vs non-discretionary) and visually inspect all persons on board for signs of illness or disease and follow the established enhanced screening protocol. Persons arriving from the United States who do not meet exceptions under the PHAC OICs are to be advised that they are subject to restriction of entry and not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order and the BSO will direct them back to the United States as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR). Persons arriving from other countries (Denmark/Greenland, France/Saint-Pierre-et-Miquelon, etc.) are to be advised that they are subject to the prohibition and are not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order and the BSO will offer the traveller the option to withdraw their application to come to Canada.

Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, officers will follow instructions in the operational bulletin [OBO-2020-021](#), "Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic".

Importation of pleasure craft by water

Important: PHAC OICs are applicable to persons not conveyances, as such, it is the right of entry or the reason for the entry (if there is no right of entry) of a person on board the conveyance that is assessed under the OICs not the necessity/essentiality of the arrival of the conveyance itself.

Persons entering by right (Canadian citizens, permanent residents, and registered Indians) may navigate any type of vessel (personal Canadian vessel returning from storage/repair in the US, vessels being imported commercially on behalf of a marine dealer for use by a marina or subsequent re-sale to a private person, etc.) without any entry restrictions.



Furthermore, PHAC has determined that persons hired on an employment agreement engaged in movement of conveyances across the border (commercial importation or repositioning of private vessels) are exempt from the prohibition of entry and subsequent quarantine.

Note: Persons entering by right who are not under hire to operate the vessel in the cross-border movement (i.e., not crew members), while not subject to entry prohibitions, must quarantine for 14 days upon arrival in Canada.

Commercially imported marine pleasure craft:

Marine dealers (who do not meet the definition of a commercial carrier) importing pleasure craft by water may continue to avail themselves of TRC reporting and qualify for a commercial goods release under the Hand Carried Goods Release Process (as per the TRC procedures). The processing for the clearance and accounting of these vessels has not changed, and these importations should be cleared as per the standard commercial clearance mechanisms. From the perspective of the PHAC OICs, as long as the person operating the vessel into Canada enters by right (regardless of whether or not they are hired on contract), or is a foreign national who meets exemptions under the OIC (i.e., is hired on contract to transport the commercially imported vessel to Canada), their entry is non-discretionary, they are permitted to enter and must be processed by the CBSA.

Repositioning of private boats by hired persons:

Private boat owners whose vessels are stored on either side of the border, may hire on contract a foreign national or a Canadian vessel skipper/captain to retrieve their vessel from storage and reposition the vessel across the border (Canadian vessels would be imported to Canada and United States (US) vessels would be exported out of Canada). The entry of persons who are under an employment agreement to perform cross-border movement of vessels is non-discretionary and these persons are exempt from the requirement to quarantine. The employed foreign national skipper must be asymptomatic and is required to wear an appropriate mask or face covering upon entry into Canada and while in transit in Canada, and should otherwise respect the intent of the Order to minimize the spread of COVID-19 in Canada.

To facilitate the entry of hired skippers to Canada, the employer (the Canadian or the US vessel owner, whatever the case) must provide the employed person a written contract describing the required job (here repositioning of a private vessel across the border), remuneration, etc. The hired person may enter Canada by land or another vessel when coming to pick-up a vessel for export, or by water when dropping off a vessel in Canada.

Persons entering by right who are **not** hired as part of an employment agreement to move a pleasure craft across the border do not meet the cross-border trade essential service designation and are subject to quarantine upon return to Canada.

Removal of foreign vessels from storage/repair in Canada:

Foreign national pleasure craft owners, the majority of which will be US citizens, who can demonstrate to a BSO an urgent need to export their vessels from Canada (e.g., for their business abroad, livelihood, or for the care of, or providing supplies to, a vulnerable person abroad), are permitted to enter Canada under non-discretionary entry exemption. The vessel owner arriving to retrieve their vessel may present themselves at a land or a marine POE. The person must wear a mask upon arrival in Canada, for the duration of their activities in Canada, and on their way out from Canada, and maintain personal distancing at all times while in Canada. BSOs are to use their discretion when encountering these situations.



Alternately, as described in the previous section, US pleasure craft owners may choose to employ on contract a person who will reposition the vessel on their behalf and whose entry to Canada is considered non-discretionary as part of an employment agreement.

Marinas where CBSA service has been suspended:

Small vessels being imported or repositioned to Canada, as long as the operator meets exemptions from the prohibitions on entry as described above, are still permitted to go to a designated marine site and report to the CBSA. If there are no open designated marinas in the area, the CBSA will facilitate the clearance at one of its other sites even if officially the service has been suspended at those locations. Persons entering by right or by an exemption are still allowed to come to Canada as long as they follow all standard procedures re. reporting, screening, documents, examination, if needed, etc. If a request for such a vessel movement is received in advance, the local CBSA office may make arrangements with the importer for the best location where the report and inward processing may be conducted. Please refer to shift briefing bulletin [2020-HQ-AC-05-15](#), "COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices" for information on the use of marine reporting sites where the CBSA services have been suspended.

Pleasure craft meeting exceptions from presentation and reporting under the *Customs Act*

Vessels arriving in Canadian waters which meet the presentation and reporting exceptions found in subsections 11(5) and 12(5) of the *Customs Act*, are not required to immediately after entering, present themselves to a screening officer at the nearest entry point as required by section 12 of the *Quarantine Act*. However, these travellers are still subject to travel restrictions and prohibitions outlined in the PHAC OICs.

The Royal Canadian Mounted Police (RCMP) are customs officers under the *Customs Act* and screening officers under the *Quarantine Act*. As such, vessel passage and report information may be shared with RCMP marine patrols or land patrols tasked with enforcing COVID-19 border management measures.

RCMP marine patrols will be liaising with the TRC to determine a vessel's status in Canada. In the case of boaters who have not reported to the TRC because they meet the exceptions from presentation and reporting in the *Customs Act*, RCMP officers will require them to report [as per the residual authorities in ss.11(5) and ss.12(5)] and conduct screening under the *Quarantine Act* and the primary questioning as per standard procedures. If any symptomatic travellers are on board who do not require an immediate medical assistance, and/or if it is determined that the traveller's entry to Canada is discretionary and travellers do not meet the exceptions from restrictions in the OIC, the BSO, as per their authority under the IRPR, will instruct the boater and persons on board to leave Canadian waters immediately [direct back as per R41(d) or allowed to leave, whichever is applicable]. **Note:** The RCMP has no authority to issue a direct back or an allowed to leave under IRPR; however, police officers have their own authorities to enforce the OICs and they may elect to issue a warning and explain that contravening the OIC can result in an offence as they would normally do while policing; this may be sufficient to enforce the OIC and compel the boater to leave Canadian waters. RCMP officers will request that a BSO issue a direct back in cases when a foreign boater:

- 1) does not voluntarily leave;
- 2) has been previously warned about discretionary/non-essential travel; or
- 3) must present and report to the CBSA as per section 11 of the Customs Act (made landfall, anchored, made contact with another vessel, etc.).

These passages will be entered into the TRCS and suitable notes entered on the passage and,



if an official allowed to leave or a direct back is issued by a BSO, the immigration enforcement action will be documented in the GCMS.

Important: If an RCMP officer contacts the TRC or any other CBSA office, with a request for a BSO to issue a direct back to foreign nationals intercepted in Canadian waters, BSOs will do so and record it in the GCMS. The update in the GCMS is important for the use of a direct back issued under R41(d); if a foreign national has been previously directed back subsequently seeks entry, the BSO can escalate their disposition to a 44(1) report with a recommendation for a removal order. If there is no record of the original direct back in the GCMS, then this escalation is not available as no record exists for the initial entry.

In certain geographical areas, RCMP marine patrols and other local police of jurisdiction marine patrol units may also be tasked to intervene if it is confirmed that a boater has willfully disregarded CBSA's direction to depart Canadian waters. BSOs and superintendents at the TRC and verification offices are expected to have awareness as to contact information of all law enforcement marine patrol services in their area of responsibility.

Note: PHAC has confirmed that persons entering by right who transit or loop (touring, pleasure fishing, etc.) in US or international waters who meet the exceptions from presentation and reporting (no land fall, no anchoring, mooring, etc.) will not be required to quarantine upon re-entering Canada.

Law enforcement officers and Shiprider operations

Canada-US Shiprider program, officially known as Integrated Cross-border Maritime Law Enforcement Operations are jointly crewed vessel with Canadian and US law enforcement officers (LEO) on board who patrol the water and are authorized to cross the international boundary lines without reporting. As such, US Law Enforcement Officers who transit through Canada are permitted entry as their travel is considered non-discretionary since it is part of their employment duties. Canadian LEOs/RCMP who transit through the US, as well as US LEOs who transit through Canada, are exempt from the 14 day quarantine period pursuant to section providing an exemption to persons who must cross the border regularly to go to their normal place of employment. Persons exempt from mandatory quarantine are still required to wear an appropriate mask or face covering upon entry into Canada and while in transit, and should otherwise respect the intent of the OIC to minimize the spread of COVID-19 in Canada.

Vessels with foreign nationals prohibited entry to Canada that require refueling and provisions

While the OICs prohibiting the entry of foreign nationals are in force, vessels arriving from many foreign locations (Caribbean, the Azores, or even some areas of the US), may require provisions of fuel, water and food, etc., prior to being able to leave Canada. These vessels may have foreign nationals on board who are prohibited from entering Canada under the OICs. The captain of the vessel will be instructed that no foreign nationals who are onboard and who are prohibited from entering under the OIC are allowed to leave the vessel during its short stay in Canada.

The BSO will issue an allowed to leave or a direct back to U.S., whichever is applicable, to all foreign nationals on board who are prohibited from entering under the OICs. The BSO will issue the BSF502, Notice to Transporter and BSF502-1, Obligation to hold a person on a vessel [R261(1)] to the vessel operator, who will then be required to keep all foreign nationals who are prohibited from entering on board until the re-provisioning is completed.

BSOs will inform the master that every effort must be made to obtain supplies by delivery service, without anyone leaving the vessel. If this is not feasible, the processing BSO will contact the PHAC Notification Line to explain the situation and request direction on how to handle the vessel.



The processing BSOs will take notes on PHAC's direction with respect to the vessel in their officer's notebook or the TRCS, as the case may be.

The transporter is required to satisfy an officer that all persons who were issued an allowed to leave or a direct back have left Canada. To that end, the BSO will require the captain to report to the CBSA when all re-provisioning is completed and the vessel is ready to exit Canada. This report may be made by telephone to the local CBSA office. A BSO may elect to attend the vessel's location to verify the travellers' departure from Canada. In rare cases when the local verification office is not available, the captain should be advised to contact the TRC to report that the vessel is ready to depart.

Personal protective equipment

Please refer to the shift briefing bulletin [2020-HQ-AC-01-26](#), "Occupational Health Advisory: Novel Coronavirus". BSOs should consult this bulletin to understand what personal protective equipment (PPE) is required to protect themselves and have suitable PPE on hand when boarding vessels.

Traveller contact information tracing

Officers processing marine vessels will follow instructions for traveller contact tracing found in [Annex to 2020-HQ-AC-03-25-B](#), "PHAC Contact Information Collection (Compliance and Monitoring)". When clearing vessels, BSOs will ensure that they have a stock on PHAC Coronavirus Forms with them to use.

Actions required by BSOs:

- BSOs in marine operations and verification offices which process small vessels are required to understand and implement the above procedures for the clearance of marine vessels as well as those contained in the associated shift briefing bulletins and operational bulletins.

Actions required by superintendents:

- Superintendents must ensure that front line officers follow the above outlined procedures.
- Superintendents will ensure that officers promptly enter examination notes in VATS and acquit all referrals in ACROSS.
- Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT.
- Verification office superintendents will report on data for conveyances met and cleared by verification offices, and the TRC superintendents will report on data for conveyances which were not met by the verification office, and which were cleared/processed by the TRC, if applicable.
- Consult shift briefing bulletin [2020-HQ-AC-02-08-B](#), "Reporting – COVID-19 for reporting instructions and more information".

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:



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2020-HQ-AC-03-26-B, Restricting the Non-essential Travel to Canada of U.S Citizens and Other Foreign Nationals Arriving from the United States (All Modes)

2020-HQ-AC-03-26, Prohibiting Certain Foreign Nationals from Entering Canada from any Country Other than the United States

2020-HQ-AC-03-25-B, COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)

Annex to 2020-HQ-AC-03-25-B, PHAC Contact Information Collection (Compliance and Monitoring)

OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic

OBO-2020-032, COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry

2019-HQ-AC-05-15, Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures

2020-HQ-AC-02-08-B, Reporting – COVID-19

2020-HQ-AC-05-15, COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices

Quarantine Standard Operating Procedures and Job aid: Role of the BSO (screening officer)

Issued by:

Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	Restricting entry of United States citizens and other foreign nationals into Canada from the U.S. (all modes)
Date:	March 26, 2020 (version 5: Updated June 21)

This shift briefing bulletin **only** applies to foreign nationals (including United States [U.S.] citizens) and must be read in conjunction with operational bulletin OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

The prohibitions on entry do not apply to the following foreign nationals:

- a person registered as an Indian under the Indian Act;
- a person who, determined by the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act, not to pose a risk of significant harm to public health;
- a protected person within the meaning of s.95(2) of the Immigration and Refugee Protection Act (IRPA);
- a person who enters Canadian waters, including the inland waters, or the airspace over Canada on board a conveyance while proceeding directly from one place outside Canada to another place outside Canada on board the conveyance, as long as the person was continuously on board that conveyance while in Canada and, in the case of a conveyance other than an aircraft, the person did not land in Canada and the conveyance did not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law and, in the case of an aircraft, the conveyance did not land while in Canada; or
- a person entering to make a refugee claim and will not be directed back under the operational bulletin – OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry or OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.

The new Order in Council (colloquially referred to as OIC-16), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States), has been made pursuant to section 58 of the Quarantine Act. OIC 16 has effect for the period beginning on June 19, 2020 (23:59:59) and ending on July 21, 2020 (23:59:59). The Order repeals and replaces the Order in Council P.C. 2020-0442 (OIC 14).

Details:

As a result of the COVID-19 pandemic, Canada and the U.S. have restricted optional or discretionary travel across the Canada-U.S. border. In both countries, individuals are required to exercise caution by avoiding unnecessary contact with others (physical distancing).

Canada and the U.S. recognize the critical necessity to preserve supply chains between both countries. These supply chains ensure that food, fuel, and life-saving medicines reach people on both sides of the border. Supply chains will not be impacted by this new measure.

Standard to be met for entry:

In order for a U.S citizen or other foreign national, who is not an immediate family member of a Canadian citizen or permanent resident, to enter Canada from the U.S:



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- **they must be asymptomatic; and**
- **their entry must not be for a purpose that is optional or discretionary; and**
- **they must be able to comply with the requirement to quarantine based on their purpose of travel and intended length of stay if required to do so.**

In order for a U.S citizen or other foreign national, who is an immediate family member of a Canadian citizen or permanent resident, to enter Canada from the U.S:

- **they must be asymptomatic; and**
- **they must demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.**

or

- **they must be asymptomatic;**
- **their entry is not for a purpose that is optional or discretionary; and**
- **they must be able to comply with the requirement to quarantine based on their purpose of travel and intended length of stay if required to do so.**

"Immediate family member" refers to the:

- a) spouse or common-law partner of the person;
- b) dependent child, as defined in section 2 of the Immigration and Refugee Protection Regulations, of the person or of the person's spouse or common-law partner;
- c) dependent child, as defined in section 2 of the Immigration and Refugee Protection Regulations, of a dependent child referred to in paragraph (b);
- d) parent or step-parent of the person or of the person's spouse or common-law partner; or
- e) legal guardian [or tutor] of the person.

Note: When considering the application for entry by foreign nationals who meet all IRPA and OIC requirements, officers must not seek to apply a test of the "essential" nature of their work in Canada. For example, a foreign national who holds a valid work permit, and whose place of employment in Canada is open for business, does not have to prove that their work is an essential service. Border services officer (BSO) must be careful not to introduce an additional layer to the standard for entry which is not specified in the OIC / SBB.

Application of Prohibition on Entry from the United States:

The BSO must first determine whether the traveller is displaying any COVID-19 symptoms. If no symptoms are present, the BSO will ask the traveller the purpose of their entry to Canada to determine if it is optional or discretionary in nature. The BSO should use additional discretionary questioning as required to help determine the purpose of the entry.

Optional or Discretionary Purpose of Travel

A foreign national is prohibited from entering Canada from the U.S. if the purpose of their trip is optional or discretionary, such as tourism, recreation or entertainment.

In accordance with section 3 (2) of OIC 16, immediate family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:



- the foreign national intends to enter to be with their immediate family member who is a Canadian citizen or a permanent resident; and
- can demonstrate the intent to stay in Canada for a period of at least 15 days.

The purpose of travel for immediate family members of Canadian citizens and permanent residents of Canada is irrelevant as long they are entering to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days.

When processing a foreign national immediate family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria in section 3(2) set out above, or is not able to demonstrate it, the BSO is to consider the purpose of travel and all relevant information. In other words, entry may still be permitted if they can establish the purpose for entry is not optional or discretionary.

Important: A foreign national immediate family member of a Canadian citizen or permanent resident who is asymptomatic and able to demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days, are no longer prohibited from entering Canada. This means that those who have been the subject of a Direct Back to the U.S. should not be issued a 44(1) report for returning to Canada before the travel restrictions are lifted. These travellers should be allowed into Canada, absent other IRPA inadmissibilities.

Consult [Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel\)](#) and [Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine\)](#) for more information.

Unable to comply with quarantine requirement based on purpose and duration of travel:

This applies to foreign nationals who are coming to Canada for non-discretionary travel and whose stated purpose or duration for travel would mean they are unable to comply with the requirement to quarantine for the 14 day period pursuant to OIC 10, entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation), in effect until June 30, 2020.

If a foreign national meets all criteria to enter, and is able to comply with the 14 day mandatory quarantine period, but does not have a suitable quarantine accommodation, they are to be referred to the Public Health Agency of Canada (PHAC) in accordance with existing protocols outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

Note: A traveller does not need to remain in Canada to fulfill the 14 day quarantine requirement: a traveller can exit Canada before the 14 days ends. Consequently, travellers who seek entry to Canada en route to another U.S. destination will not have to complete 14 days of quarantine.

Actions required by BSOs:

Port of Entry (POE) Process for foreign nationals:

The BSO is to determine if the traveller is symptomatic or asymptomatic by asking the health screening symptoms based questions outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B](#)



(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Air Mode: A BSO will establish the purpose of entry at the first point of contact with a traveller at a primary inspection line (PIL) booth, NEXUS triage or at podium/triage position for kiosk-enabled airports.

The BSO will mark the answers on the back of the kiosk receipt or the E311, CBSA Declaration Card.

Land, rail, marine or ferry: If applicable, and the traveller is being referred to secondary, the PIL BSO will mark the answers on the back of the E67 (BSF235), Secondary Referral form or E311, CBSA Declaration Card.

In all modes, BSOs are expected to use the following coding:

- Type of Travel: Discretionary "Disc". If non-Discretionary or qualify for the immediate family exemption - leave blank

If, based on the foreign national's purpose of trip and intended duration of stay, the BSO determines that they will not be able to comply with the mandatory 14 day quarantine period, the BSO will mark the answer as follows:

- Unable to meet quarantine requirement "Quarantine not possible" or if quarantine requirement can be met, leave blank.

If the traveller meets all of the requirements for entry under OIC 16, and no admissibility concerns exist, BSOs are to follow the process outlined in shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)), including providing the traveller the green handout, and asking all relevant questions related to their quarantine accommodations. If required, the traveller is to be referred to PHAC to determine a suitable quarantine location.

Asymptomatic

Travel is Non-Discretionary/Not Optional or traveller is an immediate family member of a Canadian citizen or permanent resident, and traveller meets all other criteria to enter Canada

These travellers are to be authorized entry into Canada as long as no other immigration concerns exist.

Follow all procedures outlined in shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Note: If a foreign national arrives at a POE from the U.S., and their purpose in Canada is considered non-discretionary, they should be allowed to apply for a work permit at the POE if required and permitted to do so under the IRPA.

Travel is optional or discretionary

Foreign nationals who seek entry for optional or discretionary reasons are to be advised that they are subject to the prohibition on entry and not allowed into Canada in accordance with OIC 16 and



are to be directed back to the U.S. as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR).

For more information please consult [OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.](#)

Foreign Nationals who are unable to meet quarantine requirement

A foreign national is prohibited from entering Canada from the U.S. if, based on the purpose of entry and intended length of their stay, they will not be able to comply with the requirement to quarantine.

This applies to foreign nationals who are coming to Canada for non-discretionary travel and are unable to comply with the requirement to quarantine for the 14 day period.

Note: If a foreign national meets the standard for entry, and is able to comply with the 14 day mandatory quarantine period, but does not have a suitable quarantine accommodation, they will be referred to PHAC in accordance with existing protocols outlined in shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

Symptomatic

Foreign nationals entering from the U.S who have COVID-19, or who have a combination of either a fever and cough; or a fever and breathing difficulties are prohibited from entering Canada even if they meet all other conditions for entry.

Private Conveyance (all purposes of travel)

If a traveller is symptomatic, BSOs are to determine if the traveller requires immediate medical attention. If the traveller requires immediate medical attention, the local emergency medical service is to be called. The BSO will defer the examination in accordance with section 23 of the IRPA until such time as the person is cleared by the PHAC quarantine officer (QO) or released from medical care. Entry pursuant to A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete examination once any period of self-isolation or treatment is complete. Once the foreign national becomes asymptomatic or no longer requires immediate medical care, the examination can resume and the office will determine admissibility based on existing processes.

A foreign national who does not require immediate medical attention is prohibited from entering Canada from the U.S. if they have COVID-19 or have signs and symptoms of COVID-19, including:

- a) a fever and cough; or
- b) a fever and breathing difficulties.

Foreign nationals who have a combination of either a fever and cough; or a fever and breathing difficulties will be advised that they are subject to the prohibition on entry in accordance with [OIC 16](#). These foreign nationals will be directed back to the U.S.

For more information please consult [OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.](#)



Public Conveyance (all purposes of travel)

A foreign national who does not require immediate medical attention but responds "YES" to the enhanced screening question, is to be processed in accordance with existing enhanced screening measure procedures as per the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

The BSO is to issue a PHAC mask kit to the traveller, direct the traveller to wear the surgical mask contained in the kit, and make a mandatory referral for the traveller to report to a QO for further questioning. BSOs will follow standard procedures for contacting a PHAC QO through the PHAC Central Notification Service if no QO is on site. BSOs are to follow the directions of the PHAC QO once the QO completes a health assessment.

PHAC QO Orders Symptomatic Traveller to Isolate

If the QO orders the foreign national to isolate, the BSO will defer the examination in accordance with section 23 of the IRPA for the duration of the isolation period and until such time as the person is cleared by the PHAC QO. During this time, priority shall be given to public health and officer safety considerations, and steps to determine inadmissibility that would require interaction with the foreign national should be likewise deferred. A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete their examination once any period of isolation or treatment is complete. Once the foreign national becomes asymptomatic, the examination can resume and the office will determine admissibility based on existing processes: e.g., if they fall under one of the exemptions, they may be admitted if not, the officer will advise the foreign national that they cannot enter Canada due to the prohibition order and allow them the opportunity to withdraw the application to enter Canada. Please note that once A23 option has been used, the foreign national can no longer be given a Direct Back.

For more information please consult [OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#).

PHAC QO Determines Traveller is not a Case of Concern During Processing at POE

If the PHAC QO clears the traveller at the POE and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:

- Foreign nationals whose entry is not prohibited under the Quarantine Act emergency order can be allowed to enter Canada, absent other admissibility concerns. BSOs are to follow the process outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#) and follow the direction of the PHAC QO.
- Foreign nationals whose entry is prohibited under [OIC 16](#) will be subject to a Direct Back to the U.S.

PHAC will provide support and guidance where required. BSOs will seek guidance from their superintendent as needed.



Claims for Refugee Protection

- Claim for refugee protection at airports, marine ports and between ports of entry: Consult OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry.
- Claim for refugee protection at land ports of entry: Consult OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.

Actions required by BSOs working at the Telephone Reporting Center and BSOs and superintendents working at verification offices:

Consult shift briefing bulletin 2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the POEs for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: 2020-HQ-AC-02-08-B Reporting – COVID-19 for reporting instructions and more information.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.CORONA Virus TF-GT virus Corona.ASFC@cbsa-asfc.gc.ca.

References:

- Annex A: Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel
- Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation
- 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes))
- 2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection (Compliance and Monitoring)
- 2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices
- Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic 2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States
- OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry or OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.



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- Quarantine Standard Operating Procedures
- 2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures
- Job aid: Role of the BSO (screening officer)
- 2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus
- 2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus (2019-nCoV)

Issued by: Coronavirus Task Force



Shift Briefing Bulletin

Subject:	COVID-19 – Foreign Nationals Seeking Entry to Work
Date:	June 22, 2020

Details:

The purpose of this bulletin is to clarify non-optional or non-discretionary travel as it relates **specifically to work**.

Since March 18, 2020, travel to Canada has been restricted in order to limit the spread of COVID-19 in Canada. It is important to highlight the fact that the restrictions in place are different whether a Foreign National (FN) is arriving from the United States (U.S.) or any other country.

In addition to the restrictions in the Orders in Council (OIC), all requirements under the *Immigration and Refugee Protection Act* must be met.

All FNs coming to Canada must be:

- Asymptomatic
- Travelling for a non-optional or non-discretionary purpose

FNs coming from any country other than the U.S., must also:

- Meet one of the 24 exemptions under section 3(1)(a-x) of OIC 13

Considerations to be taken by BSOs when a FN arrives to Canada for work purposes:

FNs arriving to Canada from the U.S.:

- who are returning to their place of residence in Canada and are in possession of a valid work permit are considered to be travelling for a non-optional or non-discretionary purpose.
- who are coming to Canada for the first time with a work permit approval letter/introduction letter, or appropriate documents such as an LMIA, or LMIA exemption letter, **AND** an offer of employment in a business that is operating, are considered to be travelling for a non-optional or non-discretionary purpose. If a business is not operating, BSOs will proceed as with any other traveller coming to Canada for a discretionary purpose.
- who are coming to Canada for work **AND** are eligible to apply for the work permit at the Port of Entry (POE) **AND** have an offer of employment in a business that is operating **OR** who are work permit exempt under section 186 of the *Immigration and Refugee Protection Regulations*, are considered to be travelling for a non-optional or non-discretionary purpose. If the business is not operating, BSOs will proceed as with any other traveller who is coming to Canada for a discretionary purpose.

NOTE: Flag-poling – While CBSA and IRCC are discouraging travel solely for the purpose of seeking Immigration services, we do not have the legal authority to deny the processing of applications submitted at POE as long as they qualify. The expectation is that these applications are completed in full, including the collection of biometrics, if necessary. Regardless of the type of work permit application, if the traveller has a valid job offer in a business that is operating, the travel is considered non-discretionary.

FNs arriving to Canada from any country other than the U.S.:



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- who are returning to their place of residence in Canada and are in possession of a valid work permit are considered to be travelling for a non-optional or non-discretionary purpose.
- who are coming to Canada for the first time with a work permit approval letter/introduction letter **AND** an offer of employment in a business that is operating, are considered to be travelling for a non-optional or non-discretionary purpose.
- who are work permit exempt under R186 and are not listed in the 24 exemptions under 3(1)(a-x), will not be permitted to travel to Canada.

Actions required by Liaison Officers (LO):

FNs arriving to Canada from the U.S.:

LOs may be asked by an airline to recommend a board/no-board for FNs who are coming to Canada **AND** who may apply at the POE for their work permit **OR** are work permit exempt under R186. These travellers are not required to apply for their work permit before arriving in Canada so long as they have an offer of employment in a business that is operating. The LO can advise that these FNs are travelling for a non-optional or non-discretionary purpose and recommend boarding.

FNs arriving to Canada from any country other than the U.S.:

FNs seeking to enter Canada from a country other than the U.S. must apply and be approved for their work permit before travelling to Canada and have an offer of employment in a business that is operating. These FNs will have a Letter of Introduction to prove that their application for work permit has been approved, or be in possession of a valid work permit. LOs should not recommend boarding to FNs who do not meet these conditions or another exemption.

NOTE: Foreign nationals requiring a work permit, whether they are visa required or not, should not be allowed to board a plane departing from any country other than the U.S. if they do not have a work permit or introduction letter.

Assessing whether the business is operating:

A letter from the business which states that they are operating or will be resuming business soon and the employee's presence is required in Canada should be sufficient to determine that the business is operational at this time. Be aware that most workers arriving in Canada will be required to quarantine before beginning work and this should be taken into consideration when assessing their travel.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Traveller Operations generic inbox:

CBSA-ASFC OPS TRAVELLERS -VOYAGEURS

References:

- 2020-HQ-AC-03-26-B: Restricting entry of United States citizens and other foreign nationals into Canada from the U.S. (all modes)
- 2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States
- Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B: Entry Restrictions and Exemptions - Non-Discretionary Travel and Discretionary/Optional Travel



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- Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation
- 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes))
- 2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices
- OBO-2020-021: - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic
- IRCC Program Delivery Instructions on Work Permit Applications

Issued by: Operational Guidance Division, POE Immigration Processing Unit



Shift Briefing Bulletin

Subject:	COVID-19 – Marine Mode Enhanced Border Measures	
Date:	April 3, 2020	Updated: June 24, 2020

Details:

This shift briefing bulletin describes the enhanced border measures in the marine mode, including the processing of crew, passengers, and supernumeraries on cargo vessels, commercial fishing vessels, commercial passenger vessels (small cruise ships and tour boats), and travellers arriving by pleasure craft (tourism, touring, pleasure fishing, etc.).

Note: Until expired or rescinded, under Transport Canada order titled, "[Interim Order No. 2 Respecting Passenger Vessel Restrictions Due to the Coronavirus Disease 2019 \(COVID-19\)](#)", cruise ships carrying 500 or more persons on board are prohibited from arriving in Canada. Furthermore, while the Public Health Agency of Canada (PHAC) Orders in Council (OIC) under the *Quarantine Act*, which prohibit optional or discretionary (non-essential) entry to Canada of foreign nationals, are in force, small cruise ships and tour boats carrying passengers for leisure and tourism purposes will not be permitted to enter Canada.

Note: The processing of ferries is addressed in shift briefing bulletin [2020-HQ-AC-03-25-B](#), "COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)".

Innocent passage

In order for Canada to meet international obligations with respect to the right of innocent passage, suitable provisions have been added to the recently updated PHAC OICs titled "[Minimizing the Risk of Exposure to COVID-19 in Canada Order \(Prohibition of Entry into Canada from the United States\)](#)" and "[Minimizing the Risk of Exposure to COVID-19 in Canada Order \(Prohibition of Entry into Canada from any Country other than the United States\)](#)". Persons on board vessels transiting Canadian waters, including inland waters, directly from one place outside Canada to another place outside Canada are not affected by the prohibitions of entry. As such, vessels carrying foreign nationals entering Canada for the exclusive purpose of transit, and the person on board did not land in Canada and the conveyance did not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law, are not subject to any provisions of prohibitions of entry. The transit movement must be direct, continuous and uninterrupted, and the route reasonable to the purpose of transit. **Note:** Travellers exercising the right of innocent passage do not have to be asymptomatic; however, any ill travellers still have to be reported to the CBSA if the persons on board are required to present and report to the CBSA.

If transiting vessels do anchor in Canadian waters, in accordance with right of innocent passage, the presentation and reporting exceptions found in ss.11(5) and ss.12(5) of the *Customs Act* no longer apply and persons still must present and report as per ss.11(1) and ss.12(1) of the *Customs Act* and report to the CBSA according to the established procedures. BSOs will process the vessel and travellers on board, confirm that they are in transit, ask enhanced screening questions to determine if any travellers are symptomatic (to determine if an additional order is required from PHAC), and, unless compelling reasons exist to request an examination, will allow the vessel and travellers to continue with their transit.

Transiting travellers are subject to the mandatory quarantine requirements should they make a landfall in Canada. They may make only non-discretionary, essential stops along the way (e.g., facilities use, refueling or acquiring essential supplies). Travellers will be asked to practice social distancing and are required to wear a non-medical mask or face coverings during these stops, for



example, if they have to leave their boat to obtain supplies that cannot be delivered. Additionally, for any period of time in which they are not travelling, for example, if required to spend the night, they will be required to remain on their boat. If that is not possible, then a hotel may be used for quarantine purposes until the travellers are ready to resume their trip.

Loop movements or circuitous routes for discretionary leisure purposes (e.g., tour boats, whale watching vessels, sightseeing, touring, pleasure or guided fishing) are not exempted from the prohibitions of entry and continue to be prohibited.

Travel through canals and locks

At this time, travel through canals and locks for United States (US) boaters trying to go from one point in the US to another point in the US via lock systems in Canada for discretionary, optional, leisure reasons is prohibited by the OIC. Due to their nature, such movements are not covered under innocent passage because boaters have to perform certain activities while going through canals or locks (e.g., mooring near other vessels, tying up, etc.). As such, these vessel are not exempt from presentation and reporting requirements under the *Customs Act* and must report to the CBSA, at which point BSO will apply the prohibition of entry OIC and direct the boaters back to the US.

Canadian boaters entering US waters

PHAC has determined that Canadian boaters who simply transit or tour in US waters [in essence, when they meet the exceptions from presentation and reporting found in ss.11(5) and 12(5) of the *Customs Act*] will not be required to quarantine when they re-enter Canada. However, at any point that an officer (RCMP/Shiprider on the water or a BSO at a marina) suspects that the returning Canadian boater might not have met conditions for the exceptions from presentation and reporting (e.g., officers saw the vessel land on the US shore, moor alongside another vessel in US waters, etc.), the officer may require that the travellers present and report, process the arrival and issue the direction to quarantine, as required.

Advance notification of illness on board vessels

As per the *Quarantine Act*, prior to arrival of a vessel at its destination in Canada, the vessel operator must inform a PHAC quarantine officer (QO), or cause a QO to be informed, if any person, cargo or other things on board the conveyance could cause the spreading of a communicable disease.

In practice, this notification may occur while the carrier:

- Submits a Pre-Arrival Information Report (PAIR) to Transport Canada (TC) Marine Safety and Security;
- Submits a Pre-Arrival Notification (PAN) to the CBSA National Targeting Centre (NTC); or
- Signals an intention to participate in a vessel traffic management through the Canadian Coast Guard (CCG).

Please note that there is no legal obligation on the carrier to send this information to the CBSA nor is there an authority for the CBSA to demand this information; it's an established, voluntary process, which the majority of vessels follow. This means that there may be situations when the CBSA will not be advised but PHAC will, or TC or potentially the CCG.

If a notification about an illness on board is received from the carrier by the NTC, the NTC will immediately notify the Border Operations Centre (BOC), who will contact the PHAC Notification Line and relay the information to a QO. The NTC will also advise the marine operations at the vessel's intended first port of arrival (FPOA) of the situation. If TC or the CCG receive this information, they will advise PHAC accordingly and the information will be shared among the



Marine Security Operations Centre (MSOC) partners, including the CBSA. PHAC will also send the notification to BOC. Once the PHAC assessment is completed, PHAC will notify BOC of the results: health concerns are negated or, if health concerns are confirmed, what action will be taken with respect to the vessel and her crew and passengers (MEDEVAC of ill crew/passenger, isolation or quarantine of selected persons on board the vessel, disembark of all crew/passengers for on-land quarantine, etc.). BOC will relay this information to the NTC, who will advise the regional operations accordingly.

Note: The PHAC assessment will be completed no sooner than at 24 hours out mark. This is due to legislative constraints surrounding vessels which are outside of the Canadian territorial waters. It has been agreed that at 24 hours out, most vessels are in Canadian territorial waters, and, therefore, subject to the provisions of the *Quarantine Act*. This timeframe also aligns with communicable diseases etiology where an assessment done too soon may not capture the syndromic case signs and symptoms, which may develop closer to the vessel's arrival at port.

Any concerns identified with the vessel and details of PHAC's assessment will be communicated by the NTC through the Vessel Analysis and Targeting System (VATS) and direct communication with the regional office.

The following message is currently being pushed in VATS to the ports of entry (POE) clearing cargo vessels:

Note: Effective immediately, all health concerns reported to the CBSA by the vessel operator will be forwarded to a PHAC quarantine officer for review and assessment. In cases of concern, PHAC will advise the CBSA accordingly and the vessel referral notes will reflect PHAC's concerns.

As PHAC's assessment is likely to occur not earlier than at 24 hours out, it is imperative that officers consult referral notes prior to boarding the vessel for any updates and instructions.

If no health issues are reported on the arriving vessel, the vessel will undergo clearance as per the standard CBSA procedures, taking into consideration the enhanced measures for screening of persons under the *Quarantine Act*.

Travel restrictions

Foreign national crew members arriving on cargo vessels, who are engaged in the operation of the vessel, are deemed essential workers and are exempt from the restrictions of the PHAC OICs providing they do not show signs or experience symptoms of COVID-19 (either fever and cough, or fever and difficulty breathing). Passengers and supernumeraries, however, would not generally meet the exceptions under the OICs as their presence in Canada is non-essential. This means they cannot disembark the vessel anywhere in Canada, unless they are disembarking with their discharging crew family member and returning home. **Note:** Please see section on commercial and research fishing vessel for a special exemption for certain supernumeraries engaged in activities on these vessels.

Please refer to shift briefing bulletins [2020-HQ-AC-03-26-B](#), "Restricting the Non-essential Travel to Canada of U.S Citizens and Other Foreign Nationals Arriving from the United States (All Modes)", and [2020-HQ-AC-03-26](#), "Prohibiting Certain Foreign Nationals from Entering Canada from any Country Other than the United States" for exceptions from entry prohibitions.

Note: There may be cases where authorized supernumeraries may enter Canada to join a vessel to perform work on the vessel. These technicians specified by a government, manufacturer, or the manufacturer warranty, as required to maintain or repair equipment necessary to support critical



infrastructure (energy and utilities, information and communication technologies, finance, health, food, water, transportation, safety, government and manufacturing, e.g., superintendents sent by a shipping company, service engineers, etc.). Upon arriving at a POE, those who fall under the above categories, will not be prohibited from entering the country, provided that documentation related to the essential service is presented and verified by a BSO. These supernumeraries may enter and depart the vessel without the 14 day quarantine requirement, but must wear masks upon entry into Canada and while in transit to and from the vessel.

While reviewing crew and passenger manifests in advance of the vessel's arrival in Canada, the NTC will advise the captain that persons who are non-essential to the operation of the vessel (i.e., any person who is not a crewmember or an essential supernumerary as described above) are subject to the restriction of entry and not allowed to enter Canada in accordance with the *Quarantine Act* Section 58 Emergency Order and advise the regional marine operations of the presence of persons other than crew on board the vessel.

When clearing vessels, marine border services officers (BSO) may exercise discretion in cases of some persons (discharged crew or non-essential supernumeraries) transiting Canada on vessels heading from the United States or Canadian ports ocean-ward (e.g., bulk ships in the Great Lakes going up through the Seaway), if the passage is not optional/non-discretionary and necessary to transport the person out of Canada to their country of residence. In such cases the person should be instructed to quarantine on the vessel and not leave the ship under any circumstances while the vessel is transiting through Canadian waters. BSOs should fill out forms BSF502, Notice to Transporter and BSF502-1, Obligation to hold a person on a vessel and provide these to the captain.

Processing of cargo vessels

In all cases, when clearing vessels, it is recommended that during the secondary examination BSOs exercise caution when conducting screening of persons on board for communicable diseases, including COVID-19, under the *Quarantine Act*. To that end, prior to commencing the screening, BSOs, in their role as screening officers, may first elect to question the captain to determine if any crew members might be ill, even when there was no advance indication of illnesses on board.

BSOs will follow the enhanced screening process contained in shift briefing bulletin 2020-HQ-AC-03-25-B, "COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)" and make every effort to visually inspect all persons on board for signs of illness or disease and ask specific enhanced screening question, "Do you currently have a cough, difficulty breathing, or feel you have a fever?"

If there are no health concerns, asymptomatic crew remaining on board (who are not signing off in Canada – see the section below for crew discharges) will **not** be instructed to quarantine for 14 days while in Canada. The vessel processing, examination and clearance may continue according to the standard processes, and the crew will be free to continue with their normal duties associated with the operations of the vessel once the vessel is cleared. However, if any crew, passenger or supernumerary appears to be ill, or answers "Yes" to the enhanced screening question, BSOs will refer the traveller to a PHAC QO for a health assessment.

Important: BSOs are to follow procedures for contacting the PHAC Notification Line contained on the Screening Officer Cue Cards, shift briefing bulletin 2019-HQ-AC-05-15, and in the Quarantine Standard Operating Procedures. PHAC Notification Line: **1-833-615-2384**.

If there are any asymptomatic passengers or non-essential supernumeraries on board the vessel, BSOs will advise the captain that they are not permitted to enter Canada. As such, they are to be kept on board the vessel and are not allowed to disembark while the vessel is in Canada, unless



they are disembarking with their discharging crew family member and returning home. Forms BSF502 and BSF502-1 should be filled out for those remaining on board. BSOs will advise the PHAC Notification Line about the presence of passengers or non-essential supernumeraries on board the vessel for subsequent monitoring of compliance. Once the vessel is cleared for entry to Canada, BSOs are not responsible for ensuring that passengers or supernumeraries remain on board at the subsequent ports of call in Canada; however, any information regarding non-compliance should be reported to PHAC as per the established protocols ([2020-HQ-AC-03-29](#), "Non-compliance with a mandatory order to self-isolate").

Healthy, asymptomatic crew on commercial vessels are **not** required to fill out the Coronavirus Form (traveller contact information).

Note: BSOs should have a supply of the three PHAC Coronavirus Handouts, BROWN (information for asymptomatic exempted essential workers), GREEN (asymptomatic person who must quarantine) and RED, should they need to provide one to persons on board the vessel.

In cases of vessels arriving at certain locations (remote areas, multiple vessels arriving at the same time), BSOs may not be able to attend the arrival site to clear the vessel in person. These vessels may continue to be cleared by telephone or on paper on condition that the enhanced screening measures are followed and BSOs question the captain with respect to the health status of all on board and make a referral to a PHAC QO if any issues are identified. The BSO will also remind the transporter of their obligation not to let anyone on board who is not exempted under the OICs (i.e., passengers or non-essential supernumeraries) to disembark the vessel or else they are liable under s. 258.1 IRPR.

Crew departing a vessel in Canada

At FPOAs, the vessel will be required to provide names of all crew being discharged or signed-off at the FPOA or at any subsequent ports of call in Canada. Officers must identify if the crew member is being discharged (cessation of duties by termination of employment) or is signing off (a break in duties due to time off).

Discharged crew (Enforcement Manual 17, Section 8.6)

The master must immediately notify an officer when a crew member, who is not a Canadian citizen or permanent resident is discharged [R268(1)]. Once their employment status is terminated by the transporter, a foreign crew member retains temporary resident status for a full 72 hours on entry into Canada. This period may be shortened or lengthened by a BSO where warranted (e.g., no flight availability). In such a case, the passport or seaman's book carried by the discharged crew member should be stamped and the code letter C followed by the expiry date should be written below the port stamp impression. The name of the vessel should be written under the expiry date.

Crew signing off

The 72 hour timeframe only applies to discharged crew; crew members signing off do not have a prescribed timeframe within which they must leave Canada. [Enforcement Manual 4, Section 13.24](#) states for a seafarer who is signing off a vessel, a BSO during a secondary examination can consider issuing a Visitor Record if they are of the opinion there is a need to document the seafarer's entry for control purposes, regardless of the length of stay.

Financial Liability for Crew Members

Regardless of the circumstances, commercial transporters are liable for all costs related to the departure and removal of their crew members from Canada. They are also liable for the costs of



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all medical treatment administered in Canada. If a crew member remains in Canada illegally after ceasing to be, or failing to become a crew member, the commercial transporter is liable to pay an administration fee.

Crew discharges/sign-offs

At FPOAs, the vessel will be required to provide names of all crew being discharged at the FPOA or at any subsequent ports of call in Canada. During FPOA processing, the regions will make every effort to meet all crew being discharged/signed-off from the vessel (~~sign-offs~~) to visually screen them for signs and symptoms of an illness prior to the crew being admitted. If this is not possible, BSOs will advise discharging/signing-off crew to wear a mask and maintain physical distancing. The BROWN pamphlet can be emailed to the vessel for distribution. If any crew show or report signs of an illness, they will be referred to a PHAC QO as per standard procedures.

Note: PHAC has provided an updated direction that all discharged/signed-off crew are covered by the exemption from the quarantine order. As such, asymptomatic discharged crew will be processed as follows:

- Canadian crew returning home will **not** be required to quarantine for 14 days; however, they do need to wear a mask on their trip home (to be provided by the BSO, if possible). The BSO may also advise the person to take every precaution and maintain physical distancing on the way to their residence. The BSO will provide the BROWN pamphlet to discharged crew members.
- Foreign crew, and their families (supernumeraries), will be permitted to go to the airport to take a flight outside of Canada and will be advised to take every precaution and maintain physical distancing during their trip.
- Any discharged/signed-off crew, and their family member, who will be taking a flight home, will be provided with a mask kit and instructed to wear the surgical mask during their travel home and to immediately contact a local health authority should they become ill during their travel. The BSO will provide the BROWN pamphlet to discharged crew members.

During FPOA processing, these instructions will also be issued to crew signing-off/discharging at a subsequent port of call in Canada.

Shore leave

The CBSA is not prohibiting shore leave for crew. If the crew member has been cleared under the *Customs Act* and *IRPA* for entry into Canada under the current restrictions in place, the CBSA officers have no authority to prevent them from leaving the vessel. However, the captain/carrier might take into consideration the seriousness of social isolation, and that this may be compromised should a crew member leave the vessel and come into contact with someone who may have been exposed to COVID-19, and choose to voluntarily restrict shore leave of the vessel's crew.

If crew is not permitted entry, for any reason, the carrier would be responsible for removing this person from Canada.

Note: In some cases, a QO may issue an order for a crew member to remain on board. Such orders will be issued on as-needed basis and will be driven by the QO's assessment of the health situation on board.

Foreign nationals joining vessels in Canada



As per R184(2)(b) foreign nationals arriving in Canada as a crew member must join the means of transportation within the period imposed as a condition of entry or, if no period is imposed, within 48 hours after they enter Canada. Enforcement Manual 4, Section 13.26 states for a foreign national seeking entry to join a crew of a vehicle already in Canada, a BSO should impose a condition that would require them to join the means of transportation within a specified period of time [R184]. This is a control measure and the time the BSO allots should be a reasonable period within which the person can join the conveyance.

While waiting to join the vessel, all foreign crew must wear a face mask or covering, quarantine themselves in a suitable place (hotel) and otherwise practice physical distancing until they are ready to join the vessel.

Commercial and research fishing vessels

Foreign crew on commercial fishing vessels are authorized to enter Canada for the purpose of carrying out a fisheries-related activity, and persons arriving in Canada on board a commercial fishing vessel for the purpose of carrying out a fisheries-related activity are not required to quarantine (subject to stricter provincial requirements). These exceptions do not apply to persons who show symptoms of COVID-19.

Crew returning to Canada directly from fishing grounds beyond Canada's territorial sea are also exempted from a 14-day quarantine requirement.

Note: Specific to the fishing industry, there are exemptions from entry prohibition and requirement to quarantine for certain asymptomatic supernumeraries including observers, scientists, inspectors and other supporting commercial and research fishing-related activities, who enter Canada aboard a Canadian or foreign fishing vessels, for the purpose of carrying out fishing or fishing-related activities, including offloading of fish, repairs, provisioning the vessel and exchange of crew.

Processing of pleasure craft at direct reporting sites

Pleasure craft arriving in Canada may report to the CBSA at Direct Reporting Sites for Marine Private Vessels (DRS/M) for in-person clearance or at Telephone Reporting Sites / Marine (TRS/M) by calling the Telephone Reporting Centre (TRC).

Note: Please refer to shift briefing bulletin [2020-HQ-AC-05-15](#), "COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices" for information on processing of pleasure that report through the TRC.

Private vessels reporting at DRS/Ms will be met in person. A BSO will conduct full questioning of all travellers with respect to the purpose of travel (discretionary vs non-discretionary) and visually inspect all persons on board for signs of illness or disease and follow the established enhanced screening protocol. Persons arriving from the United States who do not meet exceptions under the PHAC OICs are to be advised that they are subject to restriction of entry and not allowed to enter Canada in accordance with the *Quarantine Act* Section 58 Emergency Order and the BSO will direct them back to the United States as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR). Persons arriving from other countries (Denmark/Greenland, France/Saint-Pierre-et-Miquelon, etc.) are to be advised that they are subject to the prohibition and are not allowed to enter Canada in accordance with the *Quarantine Act* Section 58 Emergency Order and the BSO will offer the traveller the option to withdraw their application to come to Canada.

Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, officers will follow instructions in the operational bulletin [OBO-2020-021](#),



“Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic”.

Importation of pleasure craft by water

Important: PHAC OICs are applicable to persons not conveyances, as such, it is the right of entry or the reason for the entry (if there is no right of entry) of a person on board the conveyance that is assessed under the OICs not the necessity/essentiality of the arrival of the conveyance itself.

Persons entering by right (Canadian citizens, permanent residents, and registered Indians) may navigate any type of vessel (personal Canadian vessel returning from storage/repair in the US, vessels being imported commercially on behalf of a marine dealer for use by a marina or subsequent re-sale to a private person, etc.) without any entry restrictions.

Furthermore, PHAC has determined that persons hired on an employment agreement engaged in movement of conveyances across the border (commercial importation or repositioning of private vessels) are exempt from the prohibition of entry and subsequent quarantine.

Note: Persons entering by right who are not under hire to operate the vessel in the cross-border movement (i.e., not crew members), while not subject to entry prohibitions, must quarantine for 14 days upon arrival in Canada.

Commercially imported marine pleasure craft:

Marine dealers (who do not meet the definition of a commercial carrier) importing pleasure craft by water may continue to avail themselves of TRC reporting and qualify for a commercial goods release under the Hand Carried Goods Release Process (as per the [TRC procedures](#)). The processing for the clearance and accounting of these vessels has not changed, and these importations should be cleared as per the standard commercial clearance mechanisms. From the perspective of the PHAC OICs, as long as the person operating the vessel into Canada enters by right (regardless of whether or not they are hired on contract), or is a foreign national who meets exemptions under the OIC (i.e., is hired on contract to transport the commercially imported vessel to Canada), their entry is non-discretionary, they are permitted to enter and must be processed by the CBSA.

Repositioning of private boats by hired persons:

Private boat owners whose vessels are stored on either side of the border, may hire on contract a foreign national or a Canadian vessel skipper/captain to retrieve their vessel from storage and reposition the vessel across the border (Canadian vessels would be imported to Canada and United States (US) vessels would be exported out of Canada). The entry of persons who are under an employment agreement to perform cross-border movement of vessels is non-discretionary and these persons are exempt from the requirement to quarantine. The employed foreign national skipper must be asymptomatic and is required to wear an appropriate mask or face covering upon entry into Canada and while in transit in Canada, and should otherwise respect the intent of the Order to minimize the spread of COVID-19 in Canada.

To facilitate the entry of hired skippers to Canada, the employer (the Canadian or the US vessel owner, whatever the case) must provide the employed person a written contract describing the required job (here repositioning of a private vessel across the border), remuneration, etc. The hired person may enter Canada by land or another vessel when coming to pick-up a vessel for export, or by water when dropping off a vessel in Canada.



Persons entering by right who are **not** hired as part of an employment agreement to move a pleasure craft across the border do not meet the cross-border trade essential service designation and are subject to quarantine upon return to Canada.

Removal of foreign vessels from storage/repair in Canada:

Foreign national pleasure craft owners, the majority of which will be US citizens, who can demonstrate to a BSO an urgent need to export their vessels from Canada (e.g., for their business abroad, livelihood, or for the care of, or providing supplies to, a vulnerable person abroad), are permitted to enter Canada under non-discretionary entry exemption. The vessel owner arriving to retrieve their vessel may present themselves at a land or a marine POE. The person must wear a mask upon arrival in Canada, for the duration of their activities in Canada, and on their way out from Canada, and maintain personal distancing at all times while in Canada. BSOs are to use their discretion when encountering these situations.

Alternately, as described in the previous section, US pleasure craft owners may choose to employ on contract a person who will reposition the vessel on their behalf and whose entry to Canada is considered non-discretionary as part of an employment agreement.

Marinas where CBSA service has been suspended:

Small vessels being imported or repositioned to Canada, as long as the operator meets exemptions from the prohibitions on entry as described above, are still permitted to go to a designated marine site and report to the CBSA. If there are no open designated marinas in the area, the CBSA will facilitate the clearance at one of its other sites even if officially the service has been suspended at those locations. Persons entering by right or by an exemption are still allowed to come to Canada as long as they follow all standard procedures re. reporting, screening, documents, examination, if needed, etc. If a request for such a vessel movement is received in advance, the local CBSA office may make arrangements with the importer for the best location where the report and inward processing may be conducted. Please refer to shift briefing bulletin [2020-HQ-AC-05-15](#), "COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices" for information on the use of marine reporting sites where the CBSA services have been suspended.

Pleasure craft meeting exceptions from presentation and reporting under the *Customs Act*

Vessels arriving in Canadian waters which meet the presentation and reporting exceptions found in subsections 11(5) and 12(5) of the *Customs Act*, are not required to immediately after entering, present themselves to a screening officer at the nearest entry point as required by section 12 of the *Quarantine Act*. However, these travellers are still subject to travel restrictions and prohibitions outlined in the PHAC OICs.

The Royal Canadian Mounted Police (RCMP) are customs officers under the *Customs Act* and screening officers under the *Quarantine Act*. As such, vessel passage and report information may be shared with RCMP marine patrols or land patrols tasked with enforcing COVID-19 border management measures.

RCMP marine patrols will be liaising with the TRC to determine a vessel's status in Canada. In the case of boaters who have not reported to the TRC because they meet the exceptions from presentation and reporting in the *Customs Act*, RCMP officers will require them to report [as per the residual authorities in ss.11(5) and ss.12(5)] and conduct screening under the *Quarantine Act* and the primary questioning as per standard procedures. If any symptomatic travellers are on board who do not require an immediate medical assistance, and/or if it is determined that the traveller's entry to Canada is discretionary and travellers do not meet the



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exceptions from restrictions in the OIC, the BSO, as per their authority under the IRPR, will instruct the boater and persons on board to leave Canadian waters immediately [direct back as per R41(d) or allowed to leave, whichever is applicable]. **Note:** The RCMP has no authority to issue a direct back or an allowed to leave under IRPR; however, police officers have their own authorities to enforce the OICs and they may elect to issue a warning and explain that contravening the OIC can result in an offence as they would normally do while policing; this may be sufficient to enforce the OIC and compel the boater to leave Canadian waters. RCMP officers will request that a BSO issue a direct back in cases when a foreign boater:

- 1) does not voluntarily leave;
- 2) has been previously warned about discretionary/non-essential travel; or
- 3) must present and report to the CBSA as per section 11 of the *Customs Act* (made landfall, anchored, made contact with another vessel, etc.).

These passages will be entered into the TRCS and suitable notes entered on the passage and, if an official allowed to leave or a direct back is issued by a BSO, the immigration enforcement action will be documented in the GCMS.

Important: If an RCMP officer contacts the TRC or any other CBSA office, with a request for a BSO to issue a direct back to foreign nationals intercepted in Canadian waters, BSOs will do so and record it in the GCMS. The update in the GCMS is important for the use of a direct back issued under R41(d); if a foreign national has been previously directed back subsequently seeks entry, the BSO can escalate their disposition to a 44(1) report with a recommendation for a removal order. If there is no record of the original direct back in the GCMS, then this escalation is not available as no record exists for the initial entry.

In certain geographical areas, RCMP marine patrols and other local police of jurisdiction marine patrol units may also be tasked to intervene if it is confirmed that a boater has willfully disregarded CBSA's direction to depart Canadian waters. BSOs and superintendents at the TRC and verification offices are expected to have awareness as to contact information of all law enforcement marine patrol services in their area of responsibility.

Note: PHAC has confirmed that persons entering by right who transit or loop (touring, pleasure fishing, etc.) in US or international waters who meet the exceptions from presentation and reporting (no land fall, no anchoring, mooring, etc.) will not be required to quarantine upon re-entering Canada.

Law enforcement officers and Shiprider operations

Canada-US Shiprider program, officially known as Integrated Cross-border Maritime Law Enforcement Operations are jointly crewed vessel with Canadian and US law enforcement officers (LEO) on board who patrol the water and are authorized to cross the international boundary lines without reporting. As such, US Law Enforcement Officers who transit through Canada are permitted entry as their travel is considered non-discretionary since it is part of their employment duties. Canadian LEOs/RCMP who transit through the US, as well as US LEOs who transit through Canada, are exempt from the 14 day quarantine period pursuant to section providing an exemption to persons who must cross the border regularly to go to their normal place of employment. Persons exempt from mandatory quarantine are still required to wear an appropriate mask or face covering upon entry into Canada and while in transit, and should otherwise respect the intent of the OIC to minimize the spread of COVID-19 in Canada.

Vessels with foreign nationals prohibited entry to Canada that require refueling and provisions



While the OICs prohibiting the entry of foreign nationals are in force, vessels arriving from many foreign locations (Caribbean, the Azores, or even some areas of the US), may require provisions of fuel, water and food, etc., prior to being able to leave Canada. These vessels may have foreign nationals on board who are prohibited from entering Canada under the OICs. The captain of the vessel will be instructed that no foreign nationals who are onboard and who are prohibited from entering under the OIC are allowed to leave the vessel during its short stay in Canada.

The BSO will issue an allowed to leave or a direct back to U.S., whichever is applicable, to all foreign nationals on board who are prohibited from entering under the OICs. The BSO will issue the BSF502, Notice to Transporter and BSF502-1, Obligation to hold a person on a vessel [R261(1)] to the vessel operator, who will then be required to keep all foreign nationals who are prohibited from entering on board until the re-provisioning is completed.

BSOs will inform the master that every effort must be made to obtain supplies by delivery service, without anyone leaving the vessel. If this is not feasible, the processing BSO will contact the PHAC Notification Line to explain the situation and request direction on how to handle the vessel. The processing BSOs will take notes on PHAC's direction with respect to the vessel in their officer's notebook or the TRCS, as the case may be.

The transporter is required to satisfy an officer that all persons who were issued an allowed to leave or a direct back have left Canada. To that end, the BSO will require the captain to report to the CBSA when all re-provisioning is completed and the vessel is ready to exit Canada. This report may be made by telephone to the local CBSA office. A BSO may elect to attend the vessel's location to verify the travellers' departure from Canada. In rare cases when the local verification office is not available, the captain should be advised to contact the TRC to report that the vessel is ready to depart.

Personal protective equipment

Please refer to the shift briefing bulletin 2020-HQ-AC-01-26, "Occupational Health Advisory: Novel Coronavirus". BSOs should consult this bulletin to understand what personal protective equipment (PPE) is required to protect themselves and have suitable PPE on hand when boarding vessels.

Traveller contact information tracing

Officers processing marine vessels will follow instructions for traveller contact tracing found in Annex to 2020-HQ-AC-03-25-B, "PHAC Contact Information Collection (Compliance and Monitoring)". When clearing vessels, BSOs will ensure that they have a stock on PHAC Coronavirus Forms with them to use.

Actions required by BSOs:

- BSOs in marine operations and verification offices which process small vessels are required to understand and implement the above procedures for the clearance of marine vessels as well as those contained in the associated shift briefing bulletins and operational bulletins.

Actions required by superintendents:

- Superintendents must ensure that front line officers follow the above outlined procedures.
- Superintendents will ensure that officers promptly enter examination notes in VATS and acquit all referrals in ACROSS.
- Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered



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into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT.

- Verification office superintendents will report on data for conveyances met and cleared by verification offices, and the TRC superintendents will report on data for conveyances which were not met by the verification office, and which were cleared/processed by the TRC, if applicable.
- Consult shift briefing bulletin [2020-HQ-AC-02-08-B](#), "Reporting – COVID-19 for reporting instructions and more information".

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.CORONA_VIRUS_TF-GT_VIRUS_CORONA.ASFC@cbsa-asfc.gc.ca.

References:

[2020-HQ-AC-03-26-B, Restricting the Non-essential Travel to Canada of U.S Citizens and Other Foreign Nationals Arriving from the United States \(All Modes\)](#)

[2020-HQ-AC-03-26, Prohibiting Certain Foreign Nationals from Entering Canada from any Country Other than the United States](#)

[2020-HQ-AC-03-25-B, COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)](#)

[Annex to 2020-HQ-AC-03-25-B, PHAC Contact Information Collection \(Compliance and Monitoring\)](#)

[OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#)

[OBO-2020-032, COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry](#)

[2019-HQ-AC-05-15, Changes to the Public Health Agency of Canada \(PHAC\)'s Quarantine Services: New PHAC Notification Procedures](#)

[2020-HQ-AC-02-08-B, Reporting – COVID-19](#)

[2020-HQ-AC-05-15, COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#)

[Quarantine Standard Operating Procedures and Job aid: Role of the BSO \(screening officer\)](#)

Issued by:

Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)
Date:	March 25, 2020 (Version 8 – updated June 29, 2020)

Details:

Travellers who appear ill, or confirm that they are ill or unwell, and have symptoms consistent with COVID-19 will be referred for further examination.

As screening officers under the *Quarantine Act*, border services officers (BSO) will visually inspect all travellers for signs of illness as they approach the primary inspection line (PIL) or disembark a conveyance and ask specific enhanced screening questions.

BSOs should remain vigilant with respect to travellers coming from countries and regions where significant numbers of confirmed cases exist. BSOs should use probing questions to establish whether or not a traveller may be ill, unwell or potentially transmitting COVID-19.

A referral to a quarantine officer (QO) may coincide with another referral, i.e., immigration, customs or food, plant or animal (FPA). In such a case, the QO referral will take precedence over the immigration, customs or FPA referral. Once cleared by the QO, the traveller will be processed for immigration, customs or FPA concerns in line with CBSA policy.

The new Order in Council (colloquially referred to as OIC 18), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation), No. 3, has been made pursuant to section 58 of the *Quarantine Act*. OIC 18 has effect for the period beginning on June 29, 2020 (11:59:59 PM) and ending on August 31, 2020 (11:59:59 PM). The Order repeals and replaces the Order in Council P.C. 2020-0260 (OIC 10) and Order in Council P.C. 2020-0468 (OIC 15).

Definitions

Isolation: Means separation of persons who have COVID-19 or who have signs and symptoms of COVID-19 from others in such a manner as to prevent the spread of the disease.

Quarantine: Means separation of persons from others in such a manner as to prevent the possible spread of disease.

Exempt persons: Refers to someone who falls under one of the classes of persons listed in section 6 OIC 18 and is entering Canada, or returning to Canada, for that purpose.

Vulnerable people: Refers to a person who:

- a) has an underlying medical condition that makes the person susceptible to complications relating to COVID-19;
- b) has a compromised immune system from a medical condition or treatment; or
- c) is 65 years of age or older.

Signs and symptoms of COVID-19: Include a fever and a cough or a fever and difficulty breathing.

Actions required by BSOs:

All Modes

All travellers are required to answer the following question:

Public Health Agency of Canada (PHAC) Q1: **"Do you currently have a cough, difficulty breathing, or feel you have a fever?"**



Each traveller who is subject to mandatory quarantine or isolation requirements will be required to make the following declaration:

Declaration: "I acknowledge that I/we must quarantine (if no symptoms) or isolate (if symptomatic) for 14 days to prevent the potential spread of COVID-19."

When travellers are processed in person, the BSO will ask them if they currently have a cough, difficulty breathing, or feel that they have a fever and mark the answers on the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt with the appropriate code indicated below in the following fashion

- If **YES** to PHAC Q1 – QO - Sym
- If **NO** to PHAC Q1 - No code required.

The BSO will then ask the traveller to acknowledge that they are being directed to quarantine or isolate for the next 14 days to prevent the potential spread of COVID-19.

"YES" to PHAC screening question(Symptoms based)

For any traveller who responds **yes** to the PHAC question, the BSO will confirm with the traveller that they have a cough, difficulty breathing, and a fever.

If confirmed, the BSO will refer the traveller to a PHAC QO.

Note: In cases where a PHAC QO is not onsite, the BSOs will follow procedures for contacting the PHAC Notification Line contained on the Screening Officer Cue Cards, Shift Briefing Bulletin 2019-HQ-AC-05-15, and in the Quarantine Standard Operating Procedures.

The BSO will then follow the direction of the PHAC QO. Two scenarios may occur if the traveller is referred to the PHAC QO:

1. BSO to provide green handout, advise the traveller of their obligation to quarantine for 14 days (see below statement) and follow the process outlined in the section titled "'NO" to PHAC Screening Question (symptoms-based) – Not subject to quarantine exemption"; or
2. BSO to provide the red handout to the traveller, the How to Isolate at Home with COVID-19 fact sheet and direct the traveller to complete the PHAC Coronavirus Form (if not already completed).

Note: For all travellers who are found to be symptomatic by a PHAC QO and provided the red handout, the BSO is to send an encrypted email to the Border Operations Centre with the traveller's name, date of birth, email, phone number, address in Canada and how the traveller submitted their contact information (paper form, desktop application, ArriveCAN mobile application, or the online form). The BSO is also to include the POE, as well as the date and time of passage.

Important: It is possible that a traveller may respond in the negative to the question and yet exhibit symptoms of possible illness (e.g., coughing; sneezing; excessive sweating; etc.) or exhibit indicators that they are not being truthful with their answer. In such cases, the BSO will make a mandatory referral to a QO, and advise the QO of the signs of illness or indicators of deception.

"NO" to PHAC Screening Question (symptoms-based) – Not subject to quarantine exemption



Travellers not presenting symptoms and who answered NO to PHAC Q1 will be advised they are required to quarantine for 14 days, and will be asked additional "yes or no" questions to determine if the individual is able to quarantine themselves.

BSO to advise the traveller of the following:

- ***"The Government of Canada has implemented an Order requiring all persons entering Canada to quarantine for 14 days in order to limit the introduction and spread of COVID-19."***
- ***Failure to comply with this Order and other related measures are offences under the Quarantine Act. The maximum penalties are a fine of up to \$1,000,000 and/or imprisonment for three years.***
- ***In accordance with the Quarantine Act Section 58 Emergency Order, you are required to quarantine yourself for 14 days in order to limit the introduction and spread of COVID-19."***
- ***Finally, you are required to wear a non-medical mask or face covering while in transit to a place of quarantine or isolation, a health care facility or a place of departure from Canada, unless they are alone in a private vehicle."***

Following the statement, the BSO will ask the following questions as appropriate and make a referral to a QO if required:

PHAC Q2: **Do you have accommodation where you can quarantine for 14 days?**

- If **YES** – Proceed to next question.
- If **NO** – Referral to QO and provided green handout. (Referral code: QO – Accom)

PHAC Q3: **Are there vulnerable people at the location where you plan to quarantine?**

- If **YES** – Referral to QO and provided green handout. (Referral code: QO – Vul)
- If **NO** – Proceed to next question.

Note: Not applicable where the vulnerable person is a consenting adult or is the parent or minor in a parent-minor relationship.

PHAC Q4: **Is your quarantine accommodation a group living environment (e.g. group home or senior residence) or does it currently house different families?**

- If **YES** – Referral to QO and provided green handout. (Referral code: QO – MF)
- If **NO** – Proceed to next question.

PHAC Q5: **Can you have food, medication or other necessities delivered to your accommodation while in quarantine?**

- If **YES** – Traveller released with Green handout and the How to Quarantine at Home (No Symptoms) fact sheet.
- If **NO** – Referral to QO and provided green handout. (Referral code: QO – BN)

All travellers who do not have a suitable accommodation to quarantine will be provided the green PHAC handout and referred to a PHAC QO. The BSO will mark the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt with the appropriate code indicated above.

Travellers who do not exhibit symptoms or indicators of deception, and have a suitable quarantine accommodation, can be released after all of the customs and immigration processes are



completed. These travellers must be provided with the Green Coronavirus Handout along with the How to Quarantine at Home (No Symptoms) fact sheet.

Important: In accordance with section 8 of OIC 18, a person who must quarantine themselves may leave Canada before the expiry of the 14-day quarantine period if they quarantine themselves until they depart from Canada. The OIC does not apply extraterritorially so as to impose obligations on persons outside of Canada.

A person who has entered Canada and is subject to mandatory quarantine under subsection 3(1) of OIC 18 may be permitted to leave and re-enter during the 14-day quarantine period provided:

- when leaving Canada, they continue to quarantine themselves until they depart from Canada;
- when leaving Canada, they wear a non-medical mask or face covering while going from their place of quarantine until they depart Canada (unless they are leaving in a private vehicle or the mask needs to be removed for safety or security reasons);
- when re-entering Canada, they answer all relevant questions asked by a provide any reasonably required information to a screening officer, quarantine officer, or other designated public health official; and
- when re-entering Canada, they wear a non-medical mask or face covering upon entry and while going from the entry point to their place of quarantine (unless it needs to be removed for safety or security reasons).

This means they would not be in contravention of the Order in Council upon seeking re-entry. The consequence of a traveller leaving and then re-entering within the 14-day period would be that the traveller's 14-day quarantine period will reset when they re-enter.

"NO" to PHAC Screening Question – Subject to exemptions from Quarantine Requirement

Asymptomatic travellers who meet one of the exemptions below are exempt from the mandatory quarantine order and will be provided the brown handout. They will not be asked to quarantine. The BSO will advise the exempt traveller the following:

You are identified as an individual who is exempted from the mandatory quarantine order, as such, you are required to respect the intent of the order to minimize spread of COVID-19 in Canada. You must continually monitor your health for symptoms of COVID-19 including for 14 days each time you re-enter Canada. You are required to wear a non-medical mask or face covering when you are in public settings where physical distancing cannot be maintained. Finally, you are reminded to be aware of and respect the public health guidance and instructions of the area where you are located.

Quarantine Exemptions

Trade or Transport

- *OIC 18 - s.6(e):* Persons in the trade or transportation sector who are important for the movement of goods or people, including truck drivers and crew members on any aircraft, shipping vessel or train, and that cross the border while performing their duties or for the purpose of performing their duties;
- *OIC 18 - s.6(a):* A crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who enters Canada only to become such a crew member;



- *OIC 18 - s.6(b)*: A member of a crew as defined in subsection 3(1) of the Immigration and Refugee Protection Regulations or a person who enters Canada only to become such a crew member; or
- *OIC 18 - s.6(l)*: A person, including a captain, deckhand, observer, inspector, scientist and any other person supporting commercial or research fishing-related activities, who enters Canada aboard a Canadian fishing vessel or a foreign fishing vessel as defined in subsection 2(1) of the Coastal Fisheries Protection Act, for the purpose of carrying out fishing or fishing-related activities, including offloading of fish, repairs, provisioning the vessel and exchange of crew.
- *OIC 18 - s.6(e)*: A person, including a captain, deckhand, observer, inspector, scientist, veterinarian and any other person supporting commercial or research open water aquaculture-related activities, who enter Canada for the purpose of carrying out aquaculture-related activities, including fishing, transporting fish to and from the aquaculture facility, treating fish for pests or pathogens, repairs, provisioning of aquaculture-related vessels or aquaculture facilities or exchange of crew and who proceed directly to an open water facility or vessel upon entry to Canada.

Essential Services

- *OIC 18 - s.6(n)*: A person who enters Canada if the entry is necessary to return to their habitual place of residence in Canada after carrying out an everyday function that, due to geographical constraints, must involve entering the United States.
- *OIC 18 - s.6(m)*: A person who enters Canada within the boundaries of an integrated trans-border community that exists on both sides of the Canada-United States border and who is a habitual resident of that community, if entering Canada is necessary for carrying out an everyday function within that community;
- *OIC 18 - s.6(e)*: Technicians specified by manufacturer warranty to install, inspect, maintain or repair equipment necessary to support critical infrastructure (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing);
- *OIC 18 - s.6(e)*: A person whom the Chief Public Health Officer determines will provide an essential service
- *OIC 18 - s.6(d)*: A member of the Canadian Forces or a visiting force as defined in section 2 of the Visiting Forces Act;
- *OIC 18 - s.6(g)*: A person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the Immigration and Refugee Protection Regulations; or
- *OIC 18 - s.6(f)*: A person or any person in a class of persons whose presence in Canada is determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, in the national interest as long as the person complies with any conditions imposed on them by that minister to minimize the risk of introduction or spread of COVID-19.

Cross Border Worker

- *OIC 18 - s.6(e)*: Persons who must cross the border regularly to go to their normal place of employment, including critical infrastructure workers (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing) who must cross the border regularly to go to their normal place of employment, provided they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.



Medical Support

- *OIC 18 - s.6(h)*: A person who enters Canada for the purpose of providing medical care or transporting essential medical equipment, supplies, or means of treatment, or delivering, maintaining, or repairing medically-necessary equipment or devices, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.
- *OIC 18 - s.6(c)*: A person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response;
- *OIC 18 - s.6(i)*: A person who enters Canada for the purpose of receiving essential medical services or treatments, other than services or treatments related to COVID-19;
- *OIC 18 - s.6(j)*: A person permitted to work in Canada as a student in a health field under paragraph 186(p) of the Immigration and Refugee Protection Regulations, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada; or
- *OIC 18 - s.6(k)*: A licensed health care professional with proof of employment in Canada, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.

PHAC Contact Information Collection (Compliance and Monitoring)

Travellers seeking entry into Canada are required to provide their contact information. Consult the annex titled PHAC Contact Information Collection (Compliance and Monitoring) for all relevant information.

Mask or face covering Requirement

If required, the BSO will ask a traveller to remove their face covering for the purpose of identity verification. In such cases, the BSO is to ensure the traveller is at a 2m distance from the BSO when not wearing a face covering or mask.

Important: PHAC has the responsibility to procure the masks for travellers. CBSA internal stocks of PPE are not to be used for travellers.

Note: For any traveller who has responded "YES" to PHAC Q1, at the earliest opportunity the BSO is to issue a mask kit and then follow the procedure outlined in the section "YES" to PHAC screening question (Symptoms based)".

Travellers Required to Quarantine or Isolate

Every person who enters Canada and who is required to quarantine or isolate themselves under this Order must, in the following circumstances, wear a non-medical mask or face covering that a screening officer or quarantine officer considers suitable to minimize the risk of introducing or spreading COVID-19 :

- a) while they are entering Canada; and
- b) while they are in transit to a place of quarantine or isolation, a health care facility or a place of departure from Canada, unless they are alone in a private vehicle.

Important: If a traveller required to quarantine or isolate arrives at a POE without a non-medical mask for face covering, they are to be provided with a PHAC mask kit, and advised to put it on.



If the traveller refuses to wear a non-medical face covering or mask, they are to be referred to PHAC.

- The BSO is to mark "QO-MASK" if required.

Exempt Persons

Every person who enters Canada and who, by virtue of section 6, is not required to quarantine themselves must, wear a non-medical mask or face covering that a screening officer or quarantine officer considers suitable to minimize the risk of introducing or spreading COVID-19 when:

- a) they are in public settings where physical distancing cannot be maintained.

Important: Any exempt person who is required to undergo a secondary examination and not able to maintain 2 meter physical distancing should be provided with a PHAC mask kit and asked to don it.

Note: On a case by case basis, a BSO may exercise their discretion to impose a reasonable measure for the purpose of preventing the introduction and spread of a communicable disease in accordance with subsection 15(3) of the Quarantine Act. Depending on the circumstances, requiring an exempt person to wear a face covering or non-medical mask may be considered to be a reasonable measure. It is essential that the authority is to be exercised on a case-by-case basis. BSOs must be able to explain their rationale for requiring an exempt person to wear a mask pursuant to 15(3) of the Quarantine Act.

Note: The BSO is not required to provide a mask kit to exempt persons who do not have one unless they are symptomatic, or the BSO exercises their authority under section 15(3) of the Quarantine Act and requires the traveller to don one as a reasonable measure.

If a traveller refuses to comply with a reasonable measure imposed by a screening officer/BSO in accordance with 15(3) of the Quarantine Act, the officer should immediately inform a QO and seek assistance from local police of jurisdiction.

Suitable Face Covering or Non-Medical Mask

Non-medical face masks are protective layers of absorbent fabric (such as cotton) that snugly fit over the nose and mouth and are secured to the face with ties or ear loops. These masks prevent respiratory droplets from contaminating others or landing on surfaces.

Masks or coverings should:

- Be made of multiple layers of absorbent fabric (such as cotton)
- Cover the mouth and nose without gaps
- Fit securely to the head with ties or ear loops
- Allow for easy breathing
- Be changed as soon as possible if damp or dirty
- Stay the same shape after machine washing and drying

Additional guidance related to determining if a non-medical mask or face covering is considered appropriate can be found in the document titled *Guidance on Appropriate Non-Medical Masks or Face Coverings*.

Personal protective equipment:

Please refer to the shift briefing bulletin [2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#).



Land, Rail, Ferry Modes:

BSOs will ask the mandatory screening questions and make the appropriate referrals to a PHAC QO as required. BSOs at PIL will be required to ask all relevant questions to the travellers directly.

PIL BSOs may exercise discretion in posing the enhanced screening questions to frequent travellers (e.g., commuters) if they know that the traveller has recently been screened, and are exempt from mandatory quarantine.

For any traveller who indicates they have a cough, difficulty breathing, or feel that they have a fever, the PIL BSO will refer the traveller to secondary and advise the secondary BSO of the situation and the need to refer the traveller to a QO for a suspected symptomatic case.

Depending on the set up of the port of entry (POE), either the PIL or secondary BSO will direct the traveller to park their vehicle on the far side of the secondary area.

The BSO will ask the traveller to remain in the vehicle, and contact a PHAC QO for further questioning and health assessment. If it is not feasible for the traveller to remain in the vehicle, and in case of bus travellers or pedestrians, the ill person will be escorted to an isolation room.

Processing of travellers arriving on buses and trains: At locations with bus and train PIL, all passengers should be processed through standard PIL. At locations without bus or train PIL, BSOs should make every effort to afford travellers privacy when conducting screening under the Quarantine Act. If an ill traveller is identified on a bus or a train, the BSO will confirm a symptomatic case definition and contact a PHAC QO. The BSO will, if feasible, not release other bus or train passengers and explain the situation to the QO. The QO will make a decision whether or not further follow-up is required with respect to other travellers on the bus or the train car where the ill person was seated.

Air Mode:

BSOs will ask the mandatory screening questions and make the appropriate referrals to a PHAC QO as required.

Travellers will be asked the PHAC health screening symptoms-based question and declaration in-person or at a kiosk.

Note: The additional questions related to quarantine will be asked by BSOs directly either at PIL or by the podium / triage / referral / document verification officer depending on POE specific operations and setup. These questions are not available at the kiosk.

Quick Reference Kiosk Referral Codes:

- Primary Inspection Kiosks (PIK): If the traveller answers the question in the affirmative, the PIK receipt will be marked with the number 1 at position #8 of the referral coding zone at the top of the receipt to indicate that the traveller answered Yes to the PHAC Special Other Government Department (SOGD) question.
- New NEXUS kiosks: If the traveller answers in the affirmative to the question, the NEXUS receipt will be marked with the number 1 of the referral coding zone at the top of the receipt to indicate that the traveller answered Yes to the PHAC SOGD question.
- Old NEXUS kiosks: If the traveller answers in the affirmative to the question, the kiosk receipt will display "PH".



- Automated Border Clearance (ABC) kiosks: The number 1 will appear in the last numeric spot on the second line of coding.

Actions required by BSOs working at the Telephone Reporting Center (TRC) and BSOs and superintendents working at verification offices:

Consult shift briefing bulletin 2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures. Superintendents will ensure that officers promptly acquit all referrals in the Secondary Processing (SP) application.

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the POEs for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: 2020-HQ-AC-02-08-B Reporting – COVID-19 for reporting instructions and more information.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona Virus TF-GT virus Corona.ASFC@cbsa-asfc.gc.ca.

References:

2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection (Compliance and Monitoring)

2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States

2020-HQ-AC-03-26-B: Restricting the non-essential travel to Canada of U.S citizens and other foreign nationals arriving from the United States (all modes)

Annex A: Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel

Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation

Quarantine Standard Operating Procedures

2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures

Job aid: Role of the BSO (screening officer)

2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus

2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus (2019-nCoV)

Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic

Operational Bulletin - COVID-19 Response - Direct Backs to the USA for Foreign Nationals who make a claim for refugee protection

Issued by: Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States
Date:	March 26, 2020 (Version 4 – Updated June 29)

This bulletin applies to foreign nationals arriving in Canada from any country other than the United States (U.S.).

This prohibition does not apply to the following foreign nationals:

- A person registered as an Indian under the Indian Act;
- A protected person within the meaning of subsection 95(2) of the Immigration and Refugee Protection Act (IRPA); or
- a person who enters Canadian waters, including the inland waters, or the airspace over Canada on board a conveyance while proceeding directly from one place outside Canada to another place outside Canada on board the conveyance, as long as the person was continuously on board that conveyance while in Canada and, in the case of a conveyance other than an aircraft, the person did not land in Canada and the conveyance did not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law and, in the case of an aircraft, the conveyance did not land while in Canada.

The new Order in Council (colloquially referred to as OIC 17), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from any Country other than the United States), has been made pursuant to section 58 of the Quarantine Act. OIC 17 has effect for the period beginning on June 29, 2020 (11:59:59 PM) and ending on July 31, 2020 (11:59:59 PM). The Order repeals and replaces the Order in Council P.C. 2020-0441 (OIC 13).

Details:

An emergency order under s.58 of the Quarantine Act prohibits the entry of all foreign nationals arriving in Canada from a country other than the U.S. unless they are specifically exempted. In addition to meeting an exemption, the foreign national also must be coming to Canada for a non-optional or non-discretionary reason and must not have COVID-19 or be symptomatic for COVID-19. Any foreign national who is travelling for an optional or discretionary purpose, such as tourism, recreation or entertainment, or who is symptomatic for COVID-19, is prohibited from entering Canada.

Standard to be met for entry:

In order for a foreign national, who is not an immediate family member of a Canadian citizen or permanent resident, to enter Canada from a country other than the U.S.:

- **they must be asymptomatic for COVID-19; and**
- **their travel must not be optional or discretionary; and**
- **they must qualify for one (1) of the 23 exemptions outlined below.**



In order for a foreign national who is an immediate family member, of a Canadian citizen or permanent resident, to enter Canada from another country other than the U.S.:

- **they must be asymptomatic; and**
- **they must demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.**

or

- **they must be asymptomatic; and**
- **their entry is not for a purpose that is optional or discretionary.**

"Immediate family member" refers to a person's:

- a) spouse or common-law partner of the person;
- b) dependent child, as defined in section 2 of the Immigration and Refugee Protection Regulations (IRPR), of the person or of the person's spouse or common-law partner;
- c) dependent child, as defined in section 2 of the IRPR, of a dependent child referred to in paragraph (b);
- d) parent or step-parent of the person or of the person's spouse or common-law partner; or
- e) legal guardian [or tutor] of the person.

Note: When considering the application for entry by foreign nationals who meet all IRPA and OIC requirements, officers must not seek to apply a test of the "essential" nature of their work to Canada. For example, a foreign national who holds a valid work permit, and whose place of employment in Canada is open for business, does not have to prove that their work is an essential service. Border services officers (BSOs) must be careful not to introduce an additional layer to the standard for entry which is not specified in the OIC / SBB.

Exemptions:

- a) Immediate family members of a Canadian citizen or a permanent resident as defined in subsection 2(1) of the IRPA
- b) a person who is authorized, in writing, by an officer designated under subsection 6(1) of the IRPA to enter Canada for the purpose of reuniting immediate family members;
- c) a crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who seeks to enter Canada only to become such a crew member;
- d) a member of a crew as defined in subsection 3(1) of the IRPR or a person who seeks to enter Canada only to become such a member of a crew;
- e) a person who is exempt from the requirement to obtain a temporary resident visa under paragraph 190(2)(a) of the IRPR and the immediate family members of that person;
- f) a person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response;
- g) a person who arrives by any means of a conveyance operated by the Canadian Forces or the Department of National Defence;



- h) a member of the Canadian Forces or a visiting force, as defined in section 2 of the Visiting Forces Act, and the immediate family members of that member;
- i) a French citizen who resides in Saint-Pierre-et-Miquelon and has been only in Saint-Pierre-et-Miquelon, the United States or Canada during the period of 14 days before the day on which they arrived in Canada;
- j) a person or any person in a class of persons who, **as determined by** the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act: does not pose a risk of significant harm to public health, or will provide an essential service while in Canada;
- k) a person whose presence in Canada, **as determined by** the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest.
- l) the holder of a valid work permit or a study permit as defined in section 2 of the IRPR;
- m) a person whose application for a work permit referred to in paragraph (m) was approved by IRCC and who has received written notice of the approval, but who has not yet been issued the permit;
- n) a person whose application for a study permit referred to in paragraph (m) was approved by IRCC, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet been issued the permit;
- o) a person permitted to work in Canada as a student in a health field under paragraph 186(p) of the IRPR;
- p) a person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the IRPR.
- q) a licensed health care professional with proof of employment in Canada;
- r) a person who seeks to enter Canada for the purpose of delivering, maintaining, or repairing medically-necessary equipment or devices;
- s) a person who seeks to enter Canada for the purpose of making medical deliveries of cells, blood and blood products, tissues, organs or other body parts, that are required for patient care in Canada during or within a reasonable period of time after the expiry of the Order;
- t) a person whose application for permanent residence was approved under the IRPA, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet become a permanent resident under that Act; or
- u) a worker in the marine transportation sector who is essential for the movement of goods by vessel, as defined in section 2 of the Canada Shipping Act, 2001, and who seeks to enter Canada for the purpose of performing their duties in that sector.
- v) a person who seeks to enter Canada to take up a post as a diplomat, consular officer, representative or official of a country other than Canada, of the United Nations or any of its agencies or of any intergovernmental organization of which Canada is a member, and the immediate family members of that person ;



- w) a person who arrives at a Canadian airport aboard a commercial passenger conveyance and who is transiting to a country other than Canada and remains in a sterile transit area within the meaning of section 2 of the IRPR;

NOTE: Although in many cases the exemptions will effectively mean that the purpose of the foreign national's entry is non-optional and non-discretionary, being a member of one of the categories is not, of itself, sufficient to permit entry. The requirement that the purpose of the foreign national's entry be non-optional or non-discretionary still must be considered.

Optional or Discretionary Purpose of Travel

A foreign national is prohibited from entering Canada if the purpose of their trip is optional or discretionary, such as tourism, recreation or entertainment.

In accordance with subsection 3(4) of [OIC 17](#) immediate family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:

- the foreign national intends to enter to be with their immediate family member who is a Canadian citizen or a permanent resident; and
- can demonstrate the intent to stay in Canada for a period of at least 15 days.

The purpose of travel for immediate family members of Canadian citizens and permanent residents of Canada is irrelevant as long they are entering to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days.

When processing a foreign national immediate family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria in ss. 3(4) set out above, or is not able to demonstrate it, the BSO is to consider the purpose of travel and all relevant information. In other words, entry may still be permitted if they can establish the purpose for entry is not optional or discretionary.

Consult [Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel\)](#) and [Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine\)](#) for more information.

Actions required by BSOs:

In many cases, travellers who are prohibited from entering Canada pursuant to the Quarantine Act emergency order will not be permitted by the air carrier to board a flight destined to Canada. The CBSA's Liaison Officer Network and the Air Carrier Support Centre provide carriers with guidance on the application of the prohibition abroad.

At the port of entry (POE), the BSO must first determine whether or not the traveller is displaying any COVID-19 symptoms.

Symptomatic travellers:

Regardless of the purpose of trip or exemption, the BSO is to follow the process for symptomatic travellers as outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).



The BSO is to issue a PHAC mask kit to the traveller, ask the traveller to wear the surgical mask contained in the kit, and make a mandatory referral for the traveller to report to a quarantine officer (QO) for further questioning. BSOs are to follow the directions of the PHAC QO once they have made the referral.

If the QO orders a foreign national to isolate or quarantine, the BSO will defer the examination in accordance with section 23 of IRPA for the duration of the quarantine or isolation period and until such time as the person is cleared by the PHAC QO. Admissibility concerns are paused during this period in order to prioritize public health considerations. Upon being cleared by the PHAC QO, the foreign national should return to the POE to continue their examination and the BSO will, at that time, make an admissibility decision.

If the PHAC QO clears the traveller and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:

- Foreign nationals whose entry is for a non-discretionary purpose and meet an exemption – Absent any admissibility concerns, the BSO will allow the traveller to enter Canada.
- Foreign nationals whose entry is for an optional or discretionary purpose OR who do not meet an exemption – Traveller will be allowed to leave Canada as per the process for asymptomatic passengers who are subject to the prohibition outlined below.

PHAC will provide support and guidance where required. BSOs will seek guidance from their superintendent, as needed.

Asymptomatic foreign nationals who arrive at the POE and meet an exemption

A BSO will establish the purpose of the entry at the first point of contact with a traveller – at a primary inspection line (PIL) booth, NEXUS triage or at podium/triage position for kiosk enabled airports.

Air Mode: The BSO will mark the answers on the back of the kiosk receipt or the E311, CBSA Declaration Card.

Marine or ferry: If applicable, and the traveller is being referred to secondary, the PIL BSO will mark the answers on the back of the E67 (BSF235), Secondary Referral form or the E311, CBSA Declaration Card.

In all modes, BSOs are expected to use the following coding:

- Type of Travel: Discretionary "Disc". If non-Discretionary or qualify for the Immediate Family Exemption - leave blank.

Foreign nationals whose purpose for entry is non-discretionary, or who are immediate family members of a Canadian citizen or permanent resident and intend to remain in Canada for 15 days or more, are to be processed in accordance with existing enhanced screening measures as outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

Travellers who meet an exemption but whose entry is for an optional or discretionary purpose will be treated according to the process outlined below.

Asymptomatic foreign nationals who arrive at the POE and do not meet an exemption

For asymptomatic foreign nationals who do not meet an exemption listed above, BSOs will explain that they are subject to the prohibition and not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order.



The BSO is to offer the traveller the option of withdrawing their application to enter Canada. Should the traveller withdraw their application to enter Canada, the BSO shall allow them to do so in accordance section 42 of the IRPR. The most appropriate allegation in this case is 41(a), 20(1)(b) – foreign national will not leave Canada by the end of the period authorized for their stay.

Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, the BSO is to advise them they are subject to the prohibition on entry, and that it is an offence under section 71 of the Quarantine Act which carries a maximum punishment of up to \$750,000 or a term of imprisonment of six months or both and they **may** be arrested. The officer will then offer to the traveller to withdraw their application a second time.

Should the traveller still not wish to withdraw their application, the BSO is to inform the traveller that if they continue to refuse they will be arrested. The officer will then offer to the traveller to withdraw their application a third and final time.

Should the traveller still not wish to withdraw their application, the BSO will arrest the traveller under s.163.5 of the Customs Act for committing an offence under s.71 of the Quarantine Act – failing to comply with the emergency order for prohibitions on entry. The BSO will then refer the case to the police force of jurisdiction. All CBSA procedures and policies for arrest and detention must be followed.

Should the police force of jurisdiction elect not to attend, and no other inadmissibilities apply, the traveller is to be released.

Arresting a person under s.71 of the Quarantine Act is not an offence for which BSOs can apply 36(2)(d) of IRPA. Travellers so arrested, and who are not charged by the police force of jurisdiction, cannot be found inadmissible for committing an offence on entering Canada.

Note: BSOs should use their 163.5 Customs Act authority to arrest for Quarantine Act matters only with respect to an offence under s.71 of the Quarantine Act for failing to comply with the emergency order prohibitions on entry. For other instances of non-compliance with the Quarantine Act, including a refusal to comply with reasonable measures a BSO may impose under ss. 15(3) in their capacity as a screening officer, BSOs should seek assistance from police of jurisdiction in accordance with s.18 of the Quarantine Act.

For more information please consult the Operational Bulletin titled [Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#).

Actions required by BSOs working at the Telephone Reporting Center (TRC) and BSOs and superintendents working at verification offices:

Consult shift briefing bulletin [2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures \(consolidated\)](#) for the Telephone Reporting Centre and Verification Offices.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application under the appropriate headings. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: [2020-HQ-AC-02-08-B Reporting – COVID-19](#) for reporting instructions and more information.



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Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

- [Annex A: Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel](#)
- [Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation](#)
- [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#)
- [2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection \(Compliance and Monitoring\)](#)
- [2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#)
- [Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#)[2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States](#)
- [OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry](#)
- [OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.](#)
- [Quarantine Standard Operating Procedures](#)
- [2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada \(PHAC\)'s Quarantine Services: New PHAC Notification Procedures](#)
- [Job aid: Role of the BSO \(screening officer\)](#)
- [2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#)
- [2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus \(2019-nCoV\)](#)

Issued by: Coronavirus Task Force



Annex to 2020-HQ-AC-03-25-B - COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)

Subject :	PHAC Contact Information Collection (Compliance and Monitoring)
Date :	March 30, 2020 (version 11 –updated June 30, 2020)

Details:

All travellers entering Canada **who are subject to mandatory quarantine or isolation as well as a subset of exempt persons (see section titled *Exempt Persons Contact Information Collection Pilot*)** are required to provide their contact information.

Note: Travellers are only exempt from the requirement to quarantine within the context of the exemptions (e.g. nurse crossing the border for work, commercial truck driver engaged in the international movement of goods, crewmember on a vessel actively engaged in the operations of the vessel, etc.) and not simply because of the position they hold. Travellers entering Canada for other purposes outside the context of an exemption are not exempt from the requirement to quarantine.

Asymptomatic travellers have a variety of ways to submit their contact information including:

- Public Health Agency of Canada (PHAC) Contact Information Desktop Application (land and TRC only);
- Paper based PHAC Coronavirus Form;
- Online PHAC Paper Coronavirus Form; or
- ArriveCAN Mobile Application.

Provision of the information requested on the Coronavirus Form is mandatory under the *Quarantine Act*.

Note: For all travellers who are found to be symptomatic by a PHAC QO and provided the red handout, the BSO is to send an encrypted email to the Border Operations Centre with the traveller's name, date of birth, email, phone number, address in Canada and how the traveller submitted their contact information (paper form, desktop application, ArriveCAN mobile application, or the online form). The BSO is also to include the POE, as well as the date and time of passage.

Actions required by BSOs:

Land and Telephone Reporting Centre (TRC)

BSOs are to enter the relevant traveller contact info into the PHAC Contact Information desktop application and select the appropriate check boxes relevant to the traveller's situation.

Travellers who are subject to mandatory quarantine must provide all information requested, including their personal contact information. Travellers who are exempt from mandatory quarantine are not required to provide their personal contact information. However, for these travellers, the BSO is to select the appropriate exemption category in the application.

Should the application not be available, the BSO will ask the traveller if they have a digital device to fill out the form (either via the mobile application or online form) and if they do not, provide the traveller with the paper form.

Note: The primary information collection tool in land mode is the desktop application.



Air

Depending on POE operations, and agreements with the airport authority and/or airlines, the PHAC information collection may be completed before the traveller reaches PIL. Should this be the case, the BSO is to review the completion screen or paper form to ensure it is completed in its entirety.

If a traveller did not fill out the PHAC form in advance, the processing BSO will advise the traveller of the requirement to provide their personal contact information, and ask the traveller if they wish to provide it via the mobile application, online form, or paper form. The BSO will then provide the relevant instructions depending on the completion method chosen by the traveller.

The traveller will hand the completed form, or show the confirmation screen, to the primary inspection line (PIL), podium, referral or point officer depending on the respective regional operations and set-up.

BSOs are to consult with POE management as required for port specific procedures.

Verification Offices

When meeting TRC referrals and direct reports, verification BSOs will make the relevant statement and ask the traveller if they have a digital device to fill out the form. If yes, the BSO will provide the traveller instructions for submitting their contact information either on the mobile application or the online form. If not, the BSO will provide the traveller the paper form for completion (one form per traveller is required).

The traveller will then complete the form either in front of the officer, or be provided the form/digital tool information to complete it. The traveller will then hand the completed form, or show the confirmation screen, to the officer.

Process based on information collection method:

All Collection Methods

For all travellers who have not provided their contact information prior to being processed by a BSO, the BSO will make the following statement:

In order to ensure your compliance with mandatory quarantine, you are required to provide the following information: street address while in Canada where you will quarantine for the next 14 days, your phone number and your email. Providing the information requested in the form is mandatory under the Quarantine Act.

After making the statement, depending on the mode, the BSO will collect the information directly, or have the traveller provide it using the paper/online form, or mobile application.

Note: BSOs are not required to make the above statement when they encounter travellers who have provided their contact information prior to processing, either on the paper/online form or mobile application.

Paper Form

Should the BSO refer a traveller as a result of either a health screening question, or quarantine accommodation question, the BSO is to mark the appropriate box at the top of the form, based on the reason for referral. The referral code selected at the top of the form, if applicable must match the reason for referral marked on the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt.



Note: The BSO must mark the respective referral code (if required) on both the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt and the paper form.

Note: If the traveller is released without being referred to a PHAC QO, the BSO is to leave all boxes unmarked on the paper form.

The BSO will follow the process to submit the paper form outlined in the section titled: Submission of paper Coronavirus Forms to PHAC.

Symptomatic Traveller (Red Handout)

The BSO or PHAC resource (if onsite and available) will then ask the traveller each question on the form, and record all relevant information. The BSO will confirm each response with the traveller to ensure it is captured properly on the form.

Asymptomatic Traveller (Green Handout)

The BSO will then provide the form to the traveller and ask them to complete it. The BSO will then ask them to confirm the information on the sheet to ensure its accuracy. Should the BSO prefer to fill out the form for the traveller, they may do so in a similar fashion as outlined for symptomatic travellers.

Form coding:

In the top right hand corner of each paper form, the BSO is to mark the appropriate code if relevant:

"IFE" - Immediate Family Exemption: To be indicated when an immediate family members of Canadian Citizens or Permanent Residents is admitted after demonstrating that the purpose of their travel was to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.

"IF-ND" - Immediate Family – Non-Discretionary: To be selected when an immediate family members of a Canadian citizens, permanent residents, or foreign national is permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their immediate family relationship.

"Transit" - In-Transit - Should a traveller intend to transit through Canada to another destination.

ArriveCAN Mobile Application

The traveller is to use their personal electronic device and download the application.

At airports, the security token will be available on posters leading to PIL, and in the designated areas where travellers are able to complete the PHAC contact information collection. If the traveller arrives at the location where they are required to show the verification screen, and requests the security token, the BSO will provide it to the traveller and allow them to complete the submission.

Note: Each security token is valid for 40,000 uses. Security token management is the responsibility of the CBSA COVID-19 Task Force. When required, the Task Force will provide a new security token to the respective airport or Region.

For travellers who provide their personal contact information on the ArriveCAN application, the traveller is required to show the following completion screen to the BSO:



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Left Screenshot (Ottawa International Airport):

Your Summary
 AIRPORT: Ottawa International Airport
 FLIGHT NUMBER: AC678
 DATE: Mar 31, 2020, 1:54PM
 TOKEN NUMBER: ABC1

TRAVELLERS

John P. Smith	RB1234-1
Maggie Smith	RB1234-2
Edward J. Smith	RB1234-3
Stephanie Smith	RB1234-4

Present this Reference Code to the Customs Officer

RB1234
 April 1, 2020, 09:26:01

Right Screenshot (Cornwall, Ontario):

Your Summary
 PORT OF ENTRY: Cornwall, Ontario
 DATE: Mar 31, 2020, 1:54PM
 TOKEN NUMBER: ABC1

Present this Reference Code to the Customs Officer

RB1234
 April 1, 2020, 09:26:01

Note: The primary information collection in land mode is to be the desktop application. However if a traveller has already provided their information on the mobile application, the BSO will click the appropriate check box on the desktop application indicating that the traveller has already provided their information on the mobile device, and enter the traveller's reference number into the relevant field.

Note: In air mode, the BSO does not need to note the reference code unless one of the following situations apply:

"IFE" - Immediate Family Exemption: To be indicated when an immediate family members of Canadian Citizens or Permanent Residents is admitted after demonstrating that the purpose of their travel was to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.

"IF-ND" - Immediate Family – Non-Discretionary: To be selected when an immediate family members of a Canadian citizens, permanent residents, or foreign national is permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their immediate family relationship.

"Transit" - In-Transit - Should a traveller intend to transit through Canada to another destination.

In such cases, the BSO is to note the ArriveCAN reference code and the applicable category. At the end of each day, a list is to be provided by the POE to the Issues Management – Travellers inbox.

Note: In air mode, if the digital tool is not available, the BSO will ask the traveller to complete the paper form.

Online PHAC Form

The traveller is to use their personal electronic device and go **canada.ca/traveller-form**.

The traveller will then be required to enter the security token and respond to all mandatory questions with red asterix (*).

At a airports, the security token will be available on posters leading to PIL, and in the designated areas where travellers are able to complete the PHAC contact information collection. If the traveller arrives at the location where they are required to show the verification screen, and



requests the security token, the BSO will provide it to the traveller and allow them to complete the submission.

Travellers who complete the online form are required to show the following completion screen to the BSO:



DO NOT close this web browser. This screen must be shown to the Canada Border Services Agency officer.



Thank you for completing the Traveler Contact Information form for the following person(s):

John Doe

The Government of Canada has put in place emergency measures to slow the introduction and spread of COVID-19 in Canada and persons entering Canada MUST self-isolate for 14 days subject to the *Minimizing the Risk of Exposure to COVID-19 in Canada Order* (mandatory lockdown).

The Government of Canada will monitor compliance with this Order. Failure to comply with this Order and other related measures under the *Quarantine Act* are offences under the *Quarantine Act*. The maximum penalties are a fine of up to \$5,000,000 and/or imprisonment for three years. Your information is being collected to support monitoring of compliance with the *Minimizing the Risk of Exposure to COVID-19 in Canada Order* (mandatory lockdown) and may also be used for public health follow-up in responding to the COVID-19 outbreak.

For more information, please consult:
Government of Canada travel re-entries information line: 1-855-794-4387
email: csc-arriv@canada.ca

Note: If the digital tool is not available, the BSO will ask the traveller to complete the paper form. As this is a PHAC tool, the CBSA National IT will **not** provide support for any technical issues with this digital form. Issues should be flagged to the CBSA Coronavirus Task Force.

PHAC Contact Information Desktop Application (Land and TRC Only)

On IPIL/NEXUS devices, the app open automatically upon Windows login.

On other types of devices, such as TRC workstations or secondary workstations, users will have to open it manually. The shortcut appears as follows:



Upon scanning a travel document, the BSO will see the following notification:



Note: The BSO can scan multiple travel documents and enter the traveller contact information after scanning each document.

After scanning the respective travel document(s), the BSO will press **OK**. Once the pop-up has disappeared, the BSO will press the **WINDOWS key on their keyboard** to bring up the task bar,



and then **click on the application COVID-19 Contact Information Collection** to bring up application.

The BSO will then be prompted to select the traveller they wish to add the information for, or select the manual input button.

All bio data associated to the travel document will be automatically populated into the respective fields in the application. The BSO will verify the information and enter any data in the respective fields where blank.

Note – TRC-specific: All conveyances reporting through the TRC will be referred for mandatory screening under the Quarantine Act. If an in-person verification is not possible: TRC officers will enter the information manually directly into the Traveller Info application. If the application is not available, the TRC BSO will ask the traveller the required information and enter it on the PHAC Coronavirus Form. At the end of each day, the paper forms will be sent to PHAC as per procedures outlined below.

Should a traveller have a recent passage that was entered into the desktop application, the BSO will be able to access basic information from previous passages by accessing the "Recent passage" tab at the top of the desktop application. BSOs will then be able to see the dates, locations, document numbers and if the traveller was exempt from a the mandatory quarantine requirement for previous passages in the land mode. If a BSO identifies a traveller who may not be in compliance with a direction to quarantine based on their passage history, the BSO is to follow the directions outlined in Shift Briefing Bulletin: 2020-HQ-AC-03-29 - Non-compliance with a mandatory order to self-isolate / Operational bulletin: OBO-2020-027 Lookout issuance procedures for Border Services Officers for COVID-19 travellers.

Note: Should a situation arise where a traveller's information was marked incorrectly, POE management is to send an email to the Issues Management – Travellers inbox. This includes situations where a BSO has marked a traveller as non-exempt in the desktop application (required to quarantine), when they should have been marked as exempt.

Should the BSO refer a traveller as a result of either a health screening question, or quarantine accommodation question, the BSO is to mark the appropriate box COVID-19 referral check box, based on the reason for referral. The referral code selected on the desktop application, if applicable must match the reason for referral to the PHAC QO. This applies to all travellers referred to a PHAC quarantine officer.

Note: If the traveller is released without being referred to a PHAC QO, the BSO is to select the check box titled "No Referral".

Recent Passage Screen



COVID-19 Contact Information

Contact Information	Recent Passages [30]			
Entries into Canada since April 3rd, 2020: 67				
DATE (EST)	TIME	DOC NUMBER	EXEMPT	
2020-04-16	18:30	Vanier Tower B	AB123456	NO
2020-04-16	18:24	Vanier Tower B	AB123456	NO
2020-04-16	18:03	Vanier Tower B	AB123456	NO
2020-04-16	18:59	Vanier Tower B	AB123456	NO
2020-04-16	08:00	Vanier Tower B	AB123456	NO
2020-04-16	08:52	Vanier Tower B	AB123456	NO
2020-04-16	08:52	Vanier Tower B	AB123456	NO
2020-04-16	08:50	Vanier Tower B	AB123456	NO
2020-04-16	08:43	Vanier Tower B	AB123456	NO
2020-04-16	08:04	Vanier Tower B	AB123456	NO
2020-04-16	16:41	Vanier Tower B	AB123456	NO
2020-04-16	16:39	Vanier Tower B	AB123456	NO
2020-04-16	16:35	Vanier Tower B	AB123456	NO
2020-04-16	16:01	Vanier Tower B	AB123456	NO
2020-04-16	07:25	Vanier Tower B	AB123456	NO
2020-04-16	07:24	Vanier Tower B	AB123456	NO
2020-04-16	07:22	Vanier Tower B	AB123456	NO
2020-04-16	07:20	Vanier Tower B	AB123456	NO
2020-04-16	07:14	Vanier Tower B	AB123456	NO
2020-04-16	16:23	Vanier Tower B	AB123456	NO
2020-04-16	16:16	Vanier Tower B	AB123456	NO
2020-04-16	16:49	Vanier Tower B	AB123456	NO
2020-04-16	15:34	Vanier Tower B	AB123456	NO
2020-04-16	20:24	Vanier Tower B	AB123456	NO
2020-04-16	16:10	Vanier Tower B	AB123456	NO
2020-04-16	16:01	Vanier Tower B	AB123456	NO
2020-04-16	16:00	Vanier Tower B	AB123456	NO
2020-04-16	19:59	Vanier Tower B	AB123456	NO
2020-04-16	15:39	Vanier Tower B	AB123456	NO
2020-04-16	15:32	Vanier Tower B	AB123456	NO

Travellers Subject to Mandatory Quarantine

For travellers who are subject to the mandatory quarantine requirement, all fields must be completed (at least one phone number and email if available).

The BSO is to leave the exemption from quarantine unchecked as they do not qualify for an exemption.

Then BSO will ask the traveller the following information and enter it into the appropriate section:

- E-mail address;
- Phone number in Canada (including area code); and
- Street address in Canada, including house number and postal code.

Note: For families residing at the same address, that BSOs can utilize the "Use info from previous traveller" function to copy the information for subsequent family members. For frequent travellers the application will automatically populate itself with previously entered information.

Contact Information Screen



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COVID-19 Contact Information

Contact Information

Arrival in Canada
2020-06-05
09:57
EST (YYYY-MM-DD HH:mm)

Surname

Given name(s)

Date of birth
(YYYY-MM-DD)
Citizenship
Doc #

COVID-19 Referral

☐ No Referral
☐ Exempt from Self-Isolation
☐ Immediate Family Exemption

☐ QO - Symptomatic
☐ Trade and Transport
☐ Immediate Family Non-Discretionary

☐ QO - Accommodation
☐ Medical Support
☐ Asylum Claimant

☐ QO - Vulnerable People
☐ Crossborder Worker
☐ In-Transit

☐ QO - Multi-Family
☐ Essential Services
☐ Directed Back to U.S.

☐ QO - Basic Necessities
☐ ArriveCAN Mobile Ref Code

Email address

Home Phone
Cell Phone

Final address in Canada

Street address

Address line 2

City

Province
Postal Code

Comments

Submit
Cancel

Travellers Exempt from Mandatory Quarantine

For travellers who are exempt from the mandatory quarantine requirement arriving at a POE that is not participating in the exempt person pilot (see section titled *Exempt Persons Contact Information Collection Pilot for more information*), the BSO will confirm that they are asymptomatic, and select the "exempt" box. The BSO will then be required to check which exemption applies. If referred, the BSO is to click the appropriate referral

BSOs do not need to enter the traveller contact information for travellers who are exempt from the mandatory quarantine requirement, but are required to ensure the bio data is correct.



Contact Information Screen

COVID-19 Contact Information			
Contact Information			
Arrival in Canada	2020-06-05 09:57 EST (YYYY-MM-DD HH:mm)		
Surname	<input type="text"/>		
Given name(s)	<input type="text"/>		
Date of birth	(YYYY-MM-DD)	Citizenship	Doc #
COVID-19 Referral			
<input type="checkbox"/> No Referral	<input type="checkbox"/> Exempt from Self-Isolation	<input type="checkbox"/> Immediate Family Exemption	
<input type="checkbox"/> QO - Symptomatic	<input type="checkbox"/> Trade and Transport	<input type="checkbox"/> Immediate Family Non-Discretionary	
<input type="checkbox"/> QO - Accommodation	<input type="checkbox"/> Medical Support	<input type="checkbox"/> Asylum Claimant	
<input type="checkbox"/> QO - Vulnerable People	<input type="checkbox"/> Crossborder Worker	<input type="checkbox"/> In-Transit	
<input type="checkbox"/> QO - Multi-Family	<input type="checkbox"/> Essential Services	<input type="checkbox"/> Directed Back to U.S.	
<input type="checkbox"/> QO - Basic Necessities	<input type="checkbox"/> ArriveCAN Mobile Ref Code	<input type="button" value="Use info from previous travel"/>	
Email address	<input type="text"/>		
Home Phone	<input type="text"/>	Cell Phone	<input type="text"/>
Final address in Canada			
Street address			
Address line 2			
City			
Province	<input type="text"/>	Postal Code	<input type="text"/>
Comments			
<input type="button" value="Submit"/>		<input type="button" value="Cancel"/>	

Checkbox Options:

ArriveCAN:

For travellers processed at the land border who have submitted their information via the ArriveCAN application, the BSO will select the appropriate check box on the desktop application and enter the traveller's reference number into the appropriate field.

Exemption from self-isolation/quarantine:

For travellers who are exempt from the mandatory self-isolation requirement, the BSO will confirm that they are asymptomatic, and select the "exempt" box. The BSO will then be required to check which exemption applies. If referred, the BSO is to click the appropriate referral

Immediate Family:

Immediate Family Exemption: To be selected when an immediate family members of Canadian Citizens or Permanent Residents is admitted after demonstrating that the purpose of their travel was to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.

Immediate Family – Non-Discretionary: To be selected when an immediate family members of a Canadian citizens, permanent residents, or foreign national is permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their immediate family relationship.



Asylum Claimant

In cases where an asylum claimant arrives at PIL and is unsure of where they will quarantine, the BSO is to select the asylum claimant button to override the mandatory entry of the individuals information into the desktop application. Once it has been determined where the asylum claimant will quarantine, the BSO is to have the traveller submit the required information via another means including the paper form.

In-Transit

Should a traveller intend to transit through Canada to another U.S. destination, the BSO is to use this box to identify that the travellers final destination is not Canada. Once the BSO has clicked this button, they are to subsequently use the comments section to identify the final destination of the in-transit traveller as well as the POE where the travel intends to exit Canada/ enter into the U.S..

Direct Back

For travellers who are directed back to the United States (U.S) as a result of the entry restrictions, the BSO will select the check box. If the "direct back checkbox" is selected, the traveller is not required to provide their personal contact information.

Land – If COVID-19 Contact Information Collection desktop application is NOT Available

Should the application not be available, or an error message is received, the BSO will ask the traveller if they have a digital device to fill out the form.

When using the desktop application, the error message will appear as per the below, and the BSO is to call the National IT Helpdesk:

The BSO will make the following statement and ask the traveller the following question:

In order to ensure your compliance with mandatory quarantine requirements , you are required to provide the following information: street address while in Canada where you will quarantine for the next 14 days, your phone number and your email. Providing the information requested in the form is mandatory under the Quarantine Act. You are required to fill out the Public Health Agency of Canada Coronavirus Form, do you have a digital device to fill out the form?



- If yes, the BSO is to provide the traveller instructions for completing the form (up to six [6] travellers at the same address can complete the form);
- If no, the BSO is to provide the traveller the paper form for completion. (One form per traveller is required.)

Exempt Persons Contact Information Collection Pilot

BSOs collect contact information from exempt persons to allow persons to be contacted during the 14-day period that begins on the day on which they enter Canada. For the purpose of the pilot, exempt persons, refers to someone who falls under one of the classes of persons listed in section 6 of Order in Council OIC 18 and is entering Canada, or returning to Canada, for that purpose.

BSOs processing exempt persons at the following POEs are to collect each travellers phone and email address:

- St Stephen 3rd Bridge;
- St-Armand/Philipsburg;
- Lansdowne;
- Queenston-Lewiston Bridge;
- Coutts; and
- Pacific Highway.

The pilot will begin at 12:00 (noon) EDT June 30th, 2020, and run until 11:59 p.m. on July 5th, 2020. Should no major issues or traveller processing delays be encountered, the pilot sites will continue operating under an extended pilot model, phasing towards permanent implementation.

POE Processing Management

In exceptional circumstances and if absolutely necessary, POE management may pause the pilot to facilitate people processing should significant processing delays be encountered. In such circumstance they are to contact the Border Task Force and advise of the situation. The Border Task Force will subsequently work with the POE to find a solution.

Process

BSOs will scan the exempt persons travel document and verify the persons biographical data is properly entered in the desktop application.

The BSO will then process the traveller in accordance with the enhanced screening process. If symptomatic, the BSO will select the "QO-Symptomatic" check box, and make a referral to a QO. If asymptomatic, the BSO will select the "Exempt" check box, along with the relevant category ("Trade and Transport", "Crossborder Worker", "Medical Support", or "Essential Service").

The BSO will then advise the traveller that they are required to provide information as to how they can be contacted during the 14-day period that begins on the day on which they enter Canada, including their **phone number** and their **email**. The BSO will advise the traveller their information is being collected further to their duty under subsection 15(1) of the Quarantine Act and that it may be used and/or disclosed to provide for public health follow-up. The BSO will advise the person that providing the information requested is mandatory under the Quarantine Act.

If the traveller provides their email address and phone number, the BSO will enter it into the application. The BSO will validate all biographical and contact information is accurate and submit the form leaving the address fields blank.



Note: If a traveller refuses to provide their information, the BSO will advise the person that if they do not provide this information, they may be subject to additional measures, such as a requirement to undergo a health assessment. They could also be charged with an offence under the Quarantine Act. Alternatively, local police of jurisdiction can issue a ticket under the Contraventions Act. If they continue to refuse to not provide their information, the exempt person will be referred to a PHAC quarantine officer.

Submission of paper Coronavirus Forms to PHAC:

By E-mail: Completed forms can be sent via e-mail to TPSGC.DGRGPFormulaireASPC/RGPBPHACform.PWGSC@tpsgc-pwgsc.gc.ca with the following in the subject line: "Completed PHAC Coronavirus Forms - <Insert POE Name> - <Insert Province/Territory>"

When emailing, please be sure to:

- Send only the 1-page Coronavirus form. No additional information, including health questionnaires, should be sent.
- Limit the total attachment size to 5MB. More forms cannot be accommodated in one email, and should be sent separately.
- Encrypt the email with Entrust.

By Courier: Please courier boxes/envelopes to the following. Please label the box "PHAC-Border and Travel Health" so that the box/envelopes are treated with priority.

Public Service and Procurement Canada
Attn. : Beily Bouffard-Lebrun, CBSA Declarations
150 boulevard Dion
Matane, Quebec.
G4W 4N3

When mailing, please be sure to send only the 1-page Coronavirus form. No additional information, including health questionnaires, should be sent.

FAX: Forms can be faxed to:

When faxing, please be sure to:

- Send the fax in the correct orientation.



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- Send only the 1-page Coronavirus form. No additional information, including health questionnaires or cover sheets, should be sent.
- Limit the number of pages per fax to 50. More forms cannot be accommodated in one fax, and should be sent separately.
- Verify your fax confirmation of receipt for successful transmission.

In Person: All paper forms completed at the Vancouver, Calgary, Toronto (Pearson), or Montreal international airports will be handed directly to the PHAC resource at the respective airport.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona.Virus.TF-GT.virus.Corona.ASFC@cbsa-asfc.gc.ca.

References:

COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)

Shift Briefing Bulletin: 2020-HQ-AC-03-29 - Non-compliance with a mandatory order to self-isolate

Operational bulletin: OBO-2020-027 Lookout issuance procedures for Border Services Officers for COVID-19 travellers

Issued by: Coronavirus Task Force



Shift Briefing Bulletin

Subject :	National Interest Exemption from Mandatory Quarantine for Players and Staff of Designated Sports Organizations or Leagues
Date :	July 02, 2020

Details:

The purpose of this shift briefing bulletin is to advise border services officers (BSOs) that, on national interest grounds, the Minister of Immigration, Refugees and Citizenship, in accordance with subsection 6(g) of Order in Council (OIC) 2020-0523 - Minimizing the Risk of COVID-19 in Canada Order (Mandatory Isolation) No. 3 has authorized the exemption of certain members of sports teams, leagues and organizations from the requirement to quarantine for a period of 14 days prescribed in subsection 3(1)(a) of the OIC.

This exemption does not apply to any traveller with COVID-19, or who has signs and symptoms of COVID-19 or has reasonable grounds to suspect they have such signs and symptoms.

The purpose of this authorization is to exempt members of professional sport teams from Order noted above, to allow them to quarantine in accordance with conditions outlined by the Minister of Health for each sports organization or league.

This exemption is being undertaken in the national interest as a result of the importance of sports for Canada's society and economy.

A leagues or organizations authorization follows a review of the comprehensive plan by the respective league or organization to resume activities in Canada, and applies to organizations or leagues that meet a high level of rigour in the planning and implementation of robust measures to protect their players, staff and all Canadians from the importation and spread of COVID-19 in Canada.

The exemption applies to members (players and staff) of the following sports organization(s) or league(s):

- The National Hockey League (NHL); and
- Major League Baseball.

In order for players and staff to qualify for this exemption, the following conditions must be met:

(1) The league has in place, and players and staff must comply with, a public health plan approved by the Public Health Agency of Canada that follows rigorous public health measures, which may include:

- A robust risk mitigation plan with capacity to test, trace and isolate COVID-19 and prevent its spread;
- Compliance with any requirements by provincial and local public health authorities;
- Teams being grouped into cohorts for the purpose of quarantine (quarantine "bubbles") to limit the potential importation and spread of COVID-19 between players and non-players;
- Not permitting spectators at events; and
- Physical measures being in place at sports facilities to limit human interactions and contact with physical surfaces, as well as rigorous cleaning/disinfection protocols; and



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- Any other condition outlined in the respective national interest exemption letter.
- (2) The league has provided to the Public Health Agency of Canada a written commitment from implicated jurisdictions (e.g., province or territory hosting the teams) that they support the proposed risk mitigation measures proposed by the league.

If, at any time during the quarantine exemption period, members of the league fail to comply with the above noted conditions, those members would no longer fall under this exemption and would be required to quarantine themselves in accordance with the requirement set out in paragraph 3(1)(a) and subsection 4(2) of the Mandatory Isolation Order.

Important: The exemption only applies to the mandatory quarantine provision, and does not exempt the individual from the travel restrictions/probations in place in accordance with OIC 2020-0524-Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from any Country other than the United States) and OIC 2020-0469-Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States).

Note: Immediate family members do not fall within the parameters of the national interest exemption letter and must quarantine for 14 days following their arrival in Canada.

Actions required by BSOs:

Note: The individual may not arrive at the port of entry with a copy of the exemption letter. In such cases, the BSO is to determine if in fact the individual is employed by a qualifying sports organization or league. If required, the BSO can seek additional documents from the individual that may substitute their relationship with the league or organization, ask additional questions, conduct an open source search, or any other activity that will support the officers determination.

Processing of Foreign Nationals

BSOs are to process the arriving foreign national in accordance with the procedures outlined in shift briefing bulletin 2020-HQ-AC-03-26 and shift briefing bulletin 2020-HQ-AC-03-26-B.

As the players and staff are entering Canada for the purposes of employment, hold a valid work permit, and their place of employment is operational, they are considered to be travelling for a non-optional or non-discretionary purpose.

Once it has been determined the individual meets the standard of entry and is admissible, BSOs are to follow the enhanced screening process outlined in shift briefing bulletin 2020-HQ-AC-03-25-B.

Following the COVID-19 symptoms question, if the individual is asymptomatic, BSOs are to follow the procedures under the section "*No" to PHAC Screening Question – Subject to exemptions from Quarantine Requirement*" in shift briefing bulletin 2020-HQ-AC-03-25-B. If the individual is symptomatic, BSOs are to follow all existing procedures in place.

Processing Canadian Citizens and Permanent Residents

BSOs are to follow the enhanced screening process outlined in shift briefing bulletin 2020-HQ-AC-03-25-B.

Following the COVID-19 symptoms question, if the individual is asymptomatic, BSOs are to follow the procedures under the section "*No" to PHAC Screening Question – Subject to exemptions from Quarantine Requirement*" in shift briefing bulletin 2020-HQ-AC-03-25-B. If the individual is



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symptomatic, BSOs are to follow all existing procedures in place.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: cbsa.corona_virus_tf-gt_virus_corona.asfc@cbsa-asfc.gc.ca.

References:

Shift briefing bulletin 2020-HQ-AAC-03-26 - Prohibiting certain foreign nationals from entering Canada from any country other than the United States

Shift briefing bulletin 2020-HQ-AAC-03-26-B - Restricting entry of United States citizens and other foreign nationals into Canada from the U.S. (all modes).

Shift briefing bulletin 2020-HQ-AC-03-25-B - COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)

OIC 2020-0469-Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States).

OIC 2020-0523 - Minimizing the Risk of COVID-19 in Canada Order (Mandatory Isolation) No. 3

OIC 2020-0524-Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from any Country other than the United States)

Issued by: Coronavirus Task Force



Annex to 2020-HQ-AC-03-25-B - COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)

Subject :	PHAC Contact Information Collection (Compliance and Monitoring)
Date :	March 30, 2020 (version 11b –updated July 8, 2020)

Details:

All travellers entering Canada **who are subject to mandatory quarantine or isolation as well as a subset of exempt persons (see section titled *Exempt Persons Contact Information Collection*)** are required to provide their contact information.

Note: Travellers are only exempt from the requirement to quarantine within the context of the exemptions (e.g. nurse crossing the border for work, commercial truck driver engaged in the international movement of goods, crewmember on a vessel actively engaged in the operations of the vessel, etc.) and not simply because of the position they hold. Travellers entering Canada for other purposes outside the context of an exemption are not exempt from the requirement to quarantine.

Asymptomatic travellers have a variety of ways to submit their contact information including:

- Public Health Agency of Canada (PHAC) Contact Information Desktop Application (land and TRC only);
- Paper based PHAC Coronavirus Form;
- Online PHAC Paper Coronavirus Form; or
- ArriveCAN Mobile Application.

Provision of the information requested on the Coronavirus Form is mandatory under the *Quarantine Act*.

Note: For all travellers who are found to be symptomatic by a PHAC QO and provided the red handout, the BSO is to send an encrypted email to the Border Operations Centre with the traveller's name, date of birth, email, phone number, address in Canada and how the traveller submitted their contact information (paper form, desktop application, ArriveCAN mobile application, or the online form). The BSO is also to include the POE, as well as the date and time of passage.

Actions required by BSOs:

Land and Telephone Reporting Centre (TRC)

BSOs are to enter the relevant traveller contact info into the PHAC Contact Information desktop application and select the appropriate check boxes relevant to the traveller's situation.

Travellers who are subject to mandatory quarantine must provide all information requested, including their personal contact information. Travellers who are exempt from mandatory quarantine are not required to provide their personal contact information. However, for these travellers, the BSO is to select the appropriate exemption category in the application.

Should the application not be available, the BSO will ask the traveller if they have a digital device to fill out the form (either via the mobile application or online form) and if they do not, provide the traveller with the paper form.

Note: The primary information collection tool in land mode is the desktop application.



Air

Depending on POE operations, and agreements with the airport authority and/or airlines, the PHAC information collection may be completed before the traveller reaches PIL. Should this be the case, the BSO is to review the completion screen or paper form to ensure it is completed in its entirety.

If a traveller did not fill out the PHAC form in advance, the processing BSO will advise the traveller of the requirement to provide their personal contact information, and ask the traveller if they wish to provide it via the mobile application, online form, or paper form. The BSO will then provide the relevant instructions depending on the completion method chosen by the traveller.

The traveller will hand the completed form, or show the confirmation screen, to the primary inspection line (PIL), podium, referral or point officer depending on the respective regional operations and set-up.

BSOs are to consult with POE management as required for port specific procedures.

Verification Offices

When meeting TRC referrals and direct reports, verification BSOs will make the relevant statement and ask the traveller if they have a digital device to fill out the form. If yes, the BSO will provide the traveller instructions for submitting their contact information either on the mobile application or the online form. If not, the BSO will provide the traveller the paper form for completion (one form per traveller is required).

The traveller will then complete the form either in front of the officer, or be provided the form/digital tool information to complete it. The traveller will then hand the completed form, or show the confirmation screen, to the officer.

Process based on information collection method:

All Collection Methods

For all travellers who have not provided their contact information prior to being processed by a BSO, the BSO will make the following statement:

In order to ensure your compliance with mandatory quarantine, you are required to provide the following information: street address while in Canada where you will quarantine for the next 14 days, your phone number and your email. Providing the information requested in the form is mandatory under the Quarantine Act.

After making the statement, depending on the mode, the BSO will collect the information directly, or have the traveller provide it using the paper/online form, or mobile application.

Note: BSOs are not required to make the above statement when they encounter travellers who have provided their contact information prior to processing, either on the paper/online form or mobile application.

Paper Form

Should the BSO refer a traveller as a result of either a health screening question, or quarantine accommodation question, the BSO is to mark the appropriate box at the top of the form, based on the reason for referral. The referral code selected at the top of the form, if applicable must match the reason for referral marked on the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt.



Note: The BSO must mark the respective referral code (if required) on both the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt and the paper form.

Note: If the traveller is released without being referred to a PHAC QO, the BSO is to leave all boxes unmarked on the paper form.

The BSO will follow the process to submit the paper form outlined in the section titled: Submission of paper Coronavirus Forms to PHAC.

Symptomatic Traveller (Red Handout)

The BSO or PHAC resource (if onsite and available) will then ask the traveller each question on the form, and record all relevant information. The BSO will confirm each response with the traveller to ensure it is captured properly on the form.

Asymptomatic Traveller (Green Handout)

The BSO will then provide the form to the traveller and ask them to complete it. The BSO will then ask them to confirm the information on the sheet to ensure its accuracy. Should the BSO prefer to fill out the form for the traveller, they may do so in a similar fashion as outlined for symptomatic travellers.

Form coding:

In the top right hand corner of each paper form, the BSO is to mark the appropriate code if relevant:

"IFE" - Immediate Family Exemption: To be indicated when an immediate family members of Canadian Citizens or Permanent Residents is admitted after demonstrating that the purpose of their travel was to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.

"IF-ND" - Immediate Family – Non-Discretionary: To be selected when an immediate family members of a Canadian citizens, permanent residents, or foreign national is permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their immediate family relationship.

"Transit" - In-Transit - Should a traveller intend to transit through Canada to another destination.

ArriveCAN Mobile Application

The traveller is to use their personal electronic device and download the application.

At airports, the security token will be available on posters leading to PIL, and in the designated areas where travellers are able to complete the PHAC contact information collection. If the traveller arrives at the location where they are required to show the verification screen, and requests the security token, the BSO will provide it to the traveller and allow them to complete the submission.

Note: Each security token is valid for 40,000 uses. Security token management is the responsibility of the CBSA COVID-19 Task Force. When required, the Task Force will provide a new security token to the respective airport or Region.

For travellers who provide their personal contact information on the ArriveCAN application, the traveller is required to show the following completion screen to the BSO:



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Left Screenshot (Ottawa International Airport):

Your Summary
 AIRPORT: Ottawa International Airport
 FLIGHT NUMBER: AC678
 DATE: Mar 31, 2020, 1:54PM
 TOKEN NUMBER: ABC1

TRAVELLERS

John P. Smith	RB1234-1
Maggie Smith	RB1234-2
Edward J. Smith	RB1234-3
Stephanie Smith	RB1234-4

Present this Reference Code to the Customs Officer

RB1234
 April 1, 2020, 09:26:01

DONE

Right Screenshot (Cornwall, Ontario):

Your Summary
 PORT OF ENTRY: Cornwall, Ontario
 DATE: Mar 31, 2020, 1:54PM
 TOKEN NUMBER: ABC1

Present this Reference Code to the Customs Officer

RB1234
 April 1, 2020, 09:26:01

DONE

Note: The primary information collection in land mode is to be the desktop application. However if a traveller has already provided their information on the mobile application, the BSO will click the appropriate check box on the desktop application indicating that the traveller has already provided their information on the mobile device, and enter the traveller's reference number into the relevant field.

Note: In air mode, the BSO does not need to note the reference code unless one of the following situations apply:

"IFE" - Immediate Family Exemption: To be indicated when an immediate family members of Canadian Citizens or Permanent Residents is admitted after demonstrating that the purpose of their travel was to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.

"IF-ND" - Immediate Family – Non-Discretionary: To be selected when an immediate family members of a Canadian citizens, permanent residents, or foreign national is permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their immediate family relationship.

"Transit" - In-Transit - Should a traveller intend to transit through Canada to another destination.

In such cases, the BSO is to note the ArriveCAN reference code and the applicable category. At the end of each day, a list is to be provided by the POE to the Issues Management – Travellers inbox.

Note: In air mode, if the digital tool is not available, the BSO will ask the traveller to complete the paper form.

Online PHAC Form

The traveller is to use their personal electronic device and go **canada.ca/traveller-form**.

The traveller will then be required to enter the security token and respond to all mandatory questions with red asterix (*).

At a airports, the security token will be available on posters leading to PIL, and in the designated areas where travellers are able to complete the PHAC contact information collection. If the traveller arrives at the location where they are required to show the verification screen, and



requests the security token, the BSO will provide it to the traveller and allow them to complete the submission.

Travellers who complete the online form are required to show the following completion screen to the BSO:

Government of Canada / Gouvernement du Canada

DO NOT close this web browser. This screen must be shown to the Canada Border Services Agency officer.

Thank you for completing the Traveler Contact Information form for the following person(s):

John Doe

The Government of Canada has put in place emergency measures to slow the introduction and spread of COVID-19 in Canada and persons entering Canada MUST self-isolate for 14 days subject to the *Minimizing the Risk of Exposure to COVID-19 in Canada Order* (mandatory lockdown).

The Government of Canada will monitor compliance with this Order. Failure to comply with this Order and other related measures under the *Quarantine Act* are offences under the *Quarantine Act*. The maximum penalties are a fine of up to \$5,000,000 and/or imprisonment for three years.

Your information is being collected to support monitoring of compliance with the *Minimizing the Risk of Exposure to COVID-19 in Canada Order* (mandatory lockdown) in order to be used for public health follow-up in responding to the COVID-19 outbreak.

For more information, please consult:
Government of Canada travel re-entries information line: 1-855-794-4387
website: www.canada.ca

Note: If the digital tool is not available, the BSO will ask the traveller to complete the paper form. As this is a PHAC tool, the CBSA National IT will **not** provide support for any technical issues with this digital form. Issues should be flagged to the CBSA Coronavirus Task Force.

PHAC Contact Information Desktop Application (Land and TRC Only)

On IPIL/NEXUS devices, the app open automatically upon Windows login.

On other types of devices, such as TRC workstations or secondary workstations, users will have to open it manually. The shortcut appears as follows:



Upon scanning a travel document, the BSO will see the following notification:

COVID-19 Contact Information Collection

A new document was received!

Press the WINDOWS key on your keyboard to bring up the task bar, and then click on the application COVID-19 Contact Information Collection to input the required information.

OK

Note: The BSO can scan multiple travel documents and enter the traveller contact information after scanning each document.

After scanning the respective travel document(s), the BSO will press **OK**. Once the pop-up has disappeared, the BSO will press the **WINDOWS key on their keyboard** to bring up the task bar,



and then **click on the application COVID-19 Contact Information Collection** to bring up application.

The BSO will then be prompted to select the traveller they wish to add the information for, or select the manual input button.

All bio data associated to the travel document will be automatically populated into the respective fields in the application. The BSO will verify the information and enter any data in the respective fields where blank.

Note – TRC-specific: All conveyances reporting through the TRC will be referred for mandatory screening under the Quarantine Act. If an in-person verification is not possible: TRC officers will enter the information manually directly into the Traveller Info application. If the application is not available, the TRC BSO will ask the traveller the required information and enter it on the PHAC Coronavirus Form. At the end of each day, the paper forms will be sent to PHAC as per procedures outlined below.

Should a traveller have a recent passage that was entered into the desktop application, the BSO will be able to access basic information from previous passages by accessing the "Recent passage" tab at the top of the desktop application. BSOs will then be able to see the dates, locations, document numbers and if the traveller was exempt from a the mandatory quarantine requirement for previous passages in the land mode. If a BSO identifies a traveller who may not be in compliance with a direction to quarantine based on their passage history, the BSO is to follow the directions outlined in Shift Briefing Bulletin: 2020-HQ-AC-03-29 - Non-compliance with a mandatory order to self-isolate / Operational bulletin: OBO-2020-027 Lookout issuance procedures for Border Services Officers for COVID-19 travellers.

Note: Should a situation arise where a traveller's information was marked incorrectly, POE management is to send an email to the Issues Management – Travellers inbox. This includes situations where a BSO has marked a traveller as non-exempt in the desktop application (required to quarantine), when they should have been marked as exempt.

Should the BSO refer a traveller as a result of either a health screening question, or quarantine accommodation question, the BSO is to mark the appropriate box COVID-19 referral check box, based on the reason for referral. The referral code selected on the desktop application, if applicable must match the reason for referral to the PHAC QO. This applies to all travellers referred to a PHAC quarantine officer.

Note: If the traveller is released without being referred to a PHAC QO, the BSO is to select the check box titled "No Referral".



Recent Passage Screen

Contact Information			
Recent Passages [30]			
Entries into Canada since April 3rd, 2020: 67			
DATE (EST)	SITE	DOC NUMBER	EXEMPT
2020-04-16 13:10	Vanier Tower B	AB123456	NO
2020-04-16 13:24	Vanier Tower B	AB123456	NO
2020-04-16 13:53	Vanier Tower A	AB123456	NO
2020-04-16 14:59	Vanier Tower A	AB123456	NO
2020-04-16 08:00	Vanier Tower B	AB123456	NO
2020-04-16 05:50	Vanier Tower B	AB123456	NO
2020-04-15 05:52	Vanier Tower B	AB123456	NO
2020-04-15 05:50	Vanier Tower A	AB123456	NO
2020-04-15 05:49	Vanier Tower A	AB123456	NO
2020-04-15 05:04	Vanier Tower B	AB123456	NO
2020-04-14 16:41	Vanier Tower B	AB123456	NO
2020-04-14 16:39	Vanier Tower B	AB123456	NO
2020-04-14 16:05	Vanier Tower A	AB123456	NO
2020-04-14 12:01	Vanier Tower B	AB123456	NO
2020-04-08 07:26	Vanier Tower B	AB123456	NO
2020-04-08 07:24	Vanier Tower B	AB123456	NO
2020-04-08 07:02	Vanier Tower A	AB123456	NO
2020-04-08 07:00	Vanier Tower A	AB123456	NO
2020-04-08 07:04	Vanier Tower B	AB123456	NO
2020-04-07 16:22	Vanier Tower B	AB123456	NO
2020-04-07 16:16	Vanier Tower A	AB123456	NO
2020-04-07 16:49	Vanier Tower A	AB123456	NO
2020-04-07 15:34	Vanier Tower B	AB123456	NO
2020-04-05 20:24	Vanier Tower B	AB123456	NO
2020-04-05 16:10	Vanier Tower A	AB123456	NO
2020-04-05 16:01	Vanier Tower A	AB123456	NO
2020-04-05 16:00	Vanier Tower A	AB123456	NO
2020-04-05 15:59	Vanier Tower B	AB123456	NO
2020-04-05 15:39	Vanier Tower B	AB123456	NO
2020-04-05 15:12	Vanier Tower A	AB123456	NO

Travellers Subject to Mandatory Quarantine

For travellers who are subject to the mandatory quarantine requirement, all fields must be completed (at least one phone number and email if available).

The BSO is to leave the exemption from quarantine unchecked as they do not qualify for an exemption.

Then BSO will ask the traveller the following information and enter it into the appropriate section:

- E-mail address;
- Phone number in Canada (including area code); and
- Street address in Canada, including house number and postal code.

Note: For families residing at the same address, that BSOs can utilize the "Use info from previous traveller" function to copy the information for subsequent family members. For frequent travellers the application will automatically populate itself with previously entered information.



Contact Information Screen

COVID-19 Contact Information

Contact Information

Arrival in Canada2020-06-05 | 09:57 | EST (YYYY-MM-DD HH:mm)

Surname

Given name(s)

Date of birth

(YYYY-MM-DD)

Citizenship

Doc #

COVID-19 Referral

☐ No Referral

☐ QO - Symptomatic

☐ QO - Accommodation

☐ QO - Vulnerable People

☐ QO - Multi-Family

☐ QO - Basic Necessities

☐ Exempt from Self-Isolation

☐ Immediate Family Exemption

☐ Trade and Transport

☐ Medical Support

☐ Crossborder Worker

☐ Essential Services

☐ ArriveCAN Mobile Ref Code

☐ Immediate Family Non-Discretionary

☐ Asylum Claimant

☐ In-Transit

☐ Directed Back to U.S.

☐ Use info from previous if available

?

Email address

Home Phone

Cell Phone

Final address in Canada

Street address

Address line 2

City

Province

Postal Code

Comments

Submit

Cancel

Travellers Exempt from Mandatory Quarantine

For travellers who are exempt from the mandatory quarantine requirement arriving at a POE that is not participating in the exempt person pilot (see section titled *Exempt Persons Contact Information Collection Pilot for more information*), the BSO will confirm that they are asymptomatic, and select the "exempt" box. The BSO will then be required to check which exemption applies. If referred, the BSO is to click the appropriate referral

BSOs do not need to enter the traveller contact information for travellers who are exempt from the mandatory quarantine requirement, but are required to ensure the bio data is correct.



Contact Information Screen

COVID-19 Contact Information

Contact Information

Arrival in Canada 2020-06-05 09:57 EST (YYYY-MM-DD HH:mm)

Surname

Given name(s)

Date of birth (YYYY-MM-DD) Citizenship Doc #

COVID-19 Referral

☐ No Referral ☐ Exempt from Self-Isolation ☐ Immediate Family Exemption

☐ QO - Symptomatic ☐ Trade and Transport ☐ Immediate Family Non-Discretionary

☐ QO - Accommodation ☐ Medical Support ☐ Asylum Claimant

☐ QO - Vulnerable People ☐ Crossborder Worker ☐ In-Transit

☐ QO - Multi-Family ☐ Essential Services ☐ Directed Back to U.S.

☐ QO - Basic Necessities ☐ ArriveCAN Mobile Ref Code

Email address

Home Phone Cell Phone

Final address in Canada

Street address

Address line 2

City

Province Postal Code

Comments

Checkbox Options:

ArriveCAN:

For travellers processed at the land border who have submitted their information via the ArriveCAN application, the BSO will select the appropriate check box on the desktop application and enter the traveller's reference number into the appropriate field.

Exemption from self-isolation/quarantine:

For travellers who are exempt from the mandatory self-isolation requirement, the BSO will confirm that they are asymptomatic, and select the "exempt" box. The BSO will then be required to check which exemption applies. If referred, the BSO is to click the appropriate referral

Immediate Family:

Immediate Family Exemption: To be selected when an immediate family members of Canadian Citizens or Permanent Residents is admitted after demonstrating that the purpose of their travel was to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.

Immediate Family – Non-Discretionary: To be selected when an immediate family members of a Canadian citizens, permanent residents, or foreign national is permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their immediate family relationship.



Asylum Claimant

In cases where an asylum claimant arrives at PIL and is unsure of where they will quarantine, the BSO is to select the asylum claimant button to override the mandatory entry of the individuals information into the desktop application. Once it has been determined where the asylum claimant will quarantine, the BSO is to have the traveller submit the required information via another means including the paper form.

In-Transit

Should a traveller intend to transit through Canada to another U.S. destination, the BSO is to use this box to identify that the travellers final destination is not Canada. Once the BSO has clicked this button, they are to subsequently use the comments section to identify the final destination of the in-transit traveller as well as the POE where the travel intends to exit Canada/ enter into the U.S..

Direct Back

For travellers who are directed back to the United States (U.S) as a result of the entry restrictions, the BSO will select the check box. If the "direct back checkbox" is selected, the traveller is not required to provide their personal contact information.

Land – If COVID-19 Contact Information Collection desktop application is NOT Available

Should the application not be available, or an error message is received, the BSO will ask the traveller if they have a digital device to fill out the form.

When using the desktop application, the error message will appear as per the below, and the BSO is to call the National IT Helpdesk:

The BSO will make the following statement and ask the traveller the following question:

In order to ensure your compliance with mandatory quarantine requirements , you are required to provide the following information: street address while in Canada where you will quarantine for the next 14 days, your phone number and your email. Providing the information requested in the form is mandatory under the Quarantine Act. You are required to fill out the Public Health Agency of Canada Coronavirus Form, do you have a digital device to fill out the form?



- *If yes, the BSO is to provide the traveller instructions for completing the form (up to six [6] travellers at the same address can complete the form);*
- *If no, the BSO is to provide the traveller the paper form for completion. (One form per traveller is required.)*

Exempt Persons Contact Information Collection

BSOs collect contact information from exempt persons to allow persons to be contacted during the 14-day period that begins on the day on which they enter Canada. Exempt persons, refers to someone who falls under one of the classes of persons listed in section 6 of Order in Council OIC 2020-0524 and is entering Canada, or returning to Canada, for that purpose.

Important: Exempt persons include all travellers who are exempt from the quarantine requirement and not only commercial drivers.

BSOs processing exempt persons at the following POEs are to collect each travellers phone and email address:

Atlantic:

- *St Stephen 3rd Bridge*
- *Woodstock Road*
- *St Stephen*

Quebec:

- *St-Armand/Philipsburg*
- *Stanstead*
- *St-Bernard-de-Lacolle*

Northern Ontario:

- *Lansdowne*
- *Sault Ste. Marie*
- *Prescott*

Southern Ontario:

- *Queenston-Lewiston Bridge*
- *Windsor/Detroit Tunnel*
- *Peace Bridge*

Prairie:

- *Coutts*
- *North Portal*
- *Emerson*

Pacific:

- *Pacific Highway*
- *Abbotsford-Huntingdon*
- *Aldergrove*



POE Processing Management

In exceptional circumstances and if absolutely necessary, POE management may pause the pilot to facilitate people processing should significant processing delays be encountered. In such circumstance they are to contact the Border Task Force and advise of the situation. The Border Task Force will subsequently work with the POE to find a solution.

Process

BSOs will scan the exempt persons travel document and verify the persons biographical data is properly entered in the desktop application.

The BSO will then process the traveller in accordance with the enhanced screening process. If symptomatic, the BSO will select the "QO-Symptomatic" check box, and make a referral to a QO. If asymptomatic, the BSO will select the "Exempt" check box, along with the relevant category ("Trade and Transport", "Crossborder Worker", "Medical Support", or "Essential Service").

The BSO will then advise the traveller that they are required to provide information as to how they can be contacted during the 14-day period that begins on the day on which they enter Canada, including their **phone number** and their **email**. The BSO will advise the traveller their information is being collected further to their duty under subsection 15(1) of the Quarantine Act and that it may be used and/or disclosed to provide for public health follow-up. The BSO will advise the person that providing the information requested is mandatory under the Quarantine Act.

If the traveller provides their email address and phone number, the BSO will enter it into the application. The BSO will validate all biographical and contact information is accurate and submit the form leaving the address fields blank.

Note: If a traveller refuses to provide their information, the BSO will advise the person that if they do not provide this information, they may be subject to additional measures, such as a requirement to undergo a health assessment. They could also be charged with an offence under the Quarantine Act. Alternatively, local police of jurisdiction can issue a ticket under the Contraventions Act. If they continue to refuse to not provide their information, the exempt person will be referred to a PHAC quarantine officer.



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Submission of paper Coronavirus Forms to PHAC:

By E-mail: Completed forms can be sent via e-mail to

TPSGC.DGRGPFormulaireASPC/RGPBPHACform.PWGSC@tpsgc-pwgsc.gc.ca with the following in the subject line: "Completed PHAC Coronavirus Forms - <Insert POE Name> - < Insert Province/Territory>"

When emailing, please be sure to:

- Send only the 1-page Coronavirus form. No additional information, including health questionnaires, should be sent.
- Limit the total attachment size to 5MB. More forms cannot be accommodated in one email, and should be sent separately.
- Encrypt the email with Entrust.

By Courier: Please courier boxes/envelopes to the following. Please label the box "PHAC-Border and Travel Health" so that the box/envelopes are treated with priority.

Public Service and Procurement Canada
Attn. : Beily Bouffard-Lebrun, CBSA Declarations
150 boulevard Dion
Matane, Quebec.
G4W 4N3

When mailing, please be sure to send only the 1-page Coronavirus form. No additional information, including health questionnaires, should be sent.

FAX: Forms can be faxed to:

When faxing, please be sure to:

- Send the fax in the correct orientation.
- Send only the 1-page Coronavirus form. No additional information, including health questionnaires or cover sheets, should be sent.
- Limit the number of pages per fax to 50. More forms cannot be accommodated in one fax, and should be sent separately.
- Verify your fax confirmation of receipt for successful transmission.

In Person: All paper forms completed at the Vancouver, Calgary, Toronto (Pearson), or Montreal international airports will be handed directly to the PHAC resource at the respective airport.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)



Canada Border
Services Agency

Agence des services
frontaliers du Canada



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Shift Briefing Bulletin: 2020-HQ-AC-03-29 - Non-compliance with a mandatory order to self-isolate

Operational bulletin: OBO-2020-027 Lookout issuance procedures for Border Services Officers for COVID-19 travellers

Issued by: Coronavirus Task Force

PROTECTION • SERVICE • INTEGRITY

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Shift Briefing Bulletin

Subject:	COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices
Date:	July 17, 2020

Details:

This shift briefing bulletin brings together all the enhanced border measures in place that affect the Canada Border Services Agency (CBSA) Telephone Reporting Centre (TRC) and verification offices, which process NEXUS and CANPASS Private Boat, CANPASS Private Air and CANPASS Corporate Air members and other travellers arriving by general aviation (GA) flights, pleasure craft, snowmobiles and vehicles.

Note: While the Public Health Agency of Canada (PHAC) Orders in Council (OIC), which prohibit optional or discretionary (non-essential) entry to Canada of foreign nationals, are in force, GA flights, pleasure craft and other conveyances carrying passengers for leisure and tourism purposes will not be permitted to enter Canada.

The prohibitions on entry do not apply to foreign nationals who are:

- protected persons within the meaning of s.95(2) of the Immigration and Refugee Protection Act (IRPA);
- registered as Indians under the Indian Act;
- individuals who have been exempt from the order by the Chief Public Health Officer because their presence in Canada would not pose a risk of significant harm to public health; or
- entering to make a refugee claim and will not be directed back under the operational bulletin [OBO-2020-032](#), "COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry" or [OBO-2020-033](#), "COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry".

Please refer to shift briefing bulletins [2020-HQ-AC-03-26-B](#), "Restricting the non-essential travel to Canada of U.S citizens and other foreign nationals arriving from the United States (all modes)", [2020-HQ-AC-03-26](#), "Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States", and [2020-HQ-AC-03-25-B](#), "COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)" when processing persons who report through the TRC.

Mask or face covering requirement:

Travellers required to quarantine or isolate

Every person who enters Canada and who is required to quarantine or isolate themselves under this Order must, in the following circumstances, wear a non-medical mask or face covering that a screening officer or quarantine officer considers suitable to minimize the risk of introducing or spreading COVID-19:



- a) while they are entering Canada; and,
- b) while they are in transit to a place of quarantine or isolation, a health care facility or a place of departure from Canada, unless they are alone in a private vehicle.

Exempt persons

Every person who enters Canada and who is not required to quarantine themselves must wear a non-medical mask or face covering that a screening officer or quarantine officer considers suitable to minimize the risk of introducing or spreading COVID-19 when:

- a) they are in public settings where physical distancing cannot be maintained.

Important: Any exempt person who is required to undergo a secondary examination and not able to maintain a two (2) meter physical distancing should be provided with a PHAC mask kit and asked to don it.

In all cases, BSOs will continue to process the travellers in accordance with existing enhanced screening measures as outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B, "COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)".

Border services officers working at the TRC:

TRC border services officers (BSO) will conduct the initial questioning of all pilots and conveyance operators who call the TRC with respect to the health status of all on board the purpose of travel (discretionary vs non-discretionary) and make suitable notes in the passage record in the TRC System (TRCS). Foreign nationals calling to provide advance notification of arrival whose travel to Canada is optional or discretionary, will be advised that their entry to Canada will be denied if they choose to proceed with the arrival. The TRC BSO will recommend that the trip be postponed until Government of Canada's COVID-19 entry prohibitions are lifted.

Important: In all cases and modes of travel, the TRC officer will make a mandatory secondary referral in the TRCS for quarantine screening on **all conveyances** reporting through the TRC (**100% referrals**). The regions will make every effort to meet all arrivals. As these referrals are mandatory, if the verification office is unable to attend the arrival site to meet the conveyance, unless alternate arrangements are made between the TRC and verification office superintendents, the verification office will be responsible for issuing any necessary instructions and direction to the operator (e.g., direct back if entry is optional, diversion to an alternate site, etc.).

General aviation

BSOs working at the TRC will advise the aircraft operator during the first call to the TRC (48-2 hour advance notification) that foreign nationals arriving in Canada who are symptomatic for COVID-19; or who are travelling for optional or discretionary purposes; and who, based on their purpose of travel and intended length of stay, are unable to comply with the 14 day mandatory quarantine period, will not be allowed to seek entry into Canada.

TRC officers will confirm with the aircraft operator the foreign point of origin of all travellers and pose the enhanced screening question, "**Do you, or any of the passengers on board, currently have a cough, difficulty breathing, or feel you have a fever?**" to the operator/pilot during the first call to the TRC (48-2 hour advance



notification). The pilot/operator will be instructed to obtain all relevant information from all passengers on board and call the TRC back, if needed.

The TRC officer will make a secondary referral in the TRC System (TRCS) for quarantine screening on all aircraft reporting through the TRC.

MEDEVAC Flights – Emergency and Non-emergency

When processing flights identifying themselves as MEDEVAC (medical evacuation or transport), TRC BSOs will establish whether the flight is emergency or non-emergency in nature.

Non-emergency flights:

Non-emergency MEDEVAC flights include transport of a patient from a foreign hospital back to Canada after medical treatment has been received and transport of a patient to a Canadian hospital for non-emergency procedure/treatment, or a return empty (ferry) MEDEVAC aircraft, which has completed a patient transport.

Arriving with a patient on board

Non-emergency MEDEVAC flights, which arrive with patients on board, are subject to standard general aviation requirements, are required to enter Canada via **a staffed airport of entry (AOE) or an open AOE/15 within its hours of operations**, and provide the standard advance notification of arrival to the TRC at least two (2) hours prior to landing.

Non-emergency ferry flights

Ferry MEDEVAC flights, which carry only crew and medical staff (nurses, doctors) on board, are now permitted to arrive at, and clear from, designated AOE's where the CBSA services have been temporarily suspended.

The returning crew are exempt from 14-day quarantine as "persons in the trade or transportation sector who are important for the movement of goods or people, including truck drivers and crew members on any aircraft, shipping vessel or train, and that cross the border while performing their duties or for the purpose of performing their duties", along with the nurses or doctors as persons who enter "Canada for the purpose of providing medical care or transporting essential medical equipment, supplies, or means of treatment, or delivering, maintaining, or repairing medically-necessary equipment or devices, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada."

As such, unless other reasons exist to require an examination under the Customs Act or IRPA, or a person on board reports symptoms of an illness, a ferry MEDEVAC flight may be released by the TRC over the phone.

Emergency flights:

Emergency MEDEVAC flights include transport of a patient where the patient's life is in imminent danger and medical intervention is urgently required. In such cases, the two (2) hours minimum advance notification and the requirement to land at a designated AOE are waived. To ensure that urgent medical care is provided to the patient, the aircraft may land at a site as close to the hospital as required, e.g., the hospital helicopter pad.

For MEDEVAC emergency flights the pilot will:



- a) Contact the TRC as soon as flight particulars are available to provide minimal information such as: destination, airplane registration number, number of passenger and names of passengers, if available.
- b) Call the TRC at the first opportunity after the aircraft has landed to provide the CBSA with the remaining information and follow any instructions given by the officer.

Re-fueling stops

In the case of a declared emergency, safety is paramount and air traffic control will direct the aircraft to the most immediate and appropriate aerodrome. The aircraft would be allowed to land at the closest available airport regardless of CBSA presence as long as the airline immediately reports the landing to the nearest CBSA office or the RCMP.

A planned technical stop for re-fueling would not constitute an emergency and must be planned at a **designated AOE open for business** and the arrival must be reported to the CBSA as per the standard procedures.

Pleasure craft and vehicles

In the case of NEXUS and CANPASS Private Boat members, BSOs working at the TRC will advise the pleasure craft operator during the first call to the TRC (4 hour - 30 min advance notification) that foreign nationals arriving in Canada from the U.S. are subject to travel restrictions. In the case of non-member pleasure craft and vehicles this information will be provided to the caller when they call the TRC to report their arrival in Canada as there is no requirement for advance notification from non-members arriving on these conveyances.

The TRC officer will question travellers in accordance with the enhanced screening measures and pose the enhanced screening question, "**Do you, or any of the passengers on board, currently have a cough, difficulty breathing, or feel you have a fever?**", and about their purpose for arriving to Canada and advise the vessel operator that foreign nationals who are travelling for discretionary or optional purposes and travellers who have been outside Canada or the U.S. in the 14 days before seeking entry into Canada will not be allowed to seek entry into Canada in accordance with the Emergency Order made pursuant to subsection 58(1) of the Quarantine Act.

Processing of travellers who are allowed to enter Canada

BSOs must follow instructions in shift briefing bulletin [2020-HQ-AC-03-25-B](#), "COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)".

In all cases, if symptomatic travellers are identified a referral to a PHAC quarantine officer (QO) must be made.

Note: In cases where a PHAC QO is not onsite, the BSOs will follow procedures for contacting the PHAC Notification Line contained on the Screening Officer Cue Cards, [Shift Briefing Bulletin 2019-HQ-AC-05-15](#), and in the [Quarantine Standard Operating Procedures](#). PHAC Notification Line: **1-833-615-2384**.

Travellers who are admitted to Canada (i.e., those otherwise not restricted or prohibited entry by the PHAC Orders in Council or the Transport Canada Interim Order, that is Canadian citizens, permanent residents, registered Indians or foreign nationals who meet the exemption for essential entry but not the exemption from quarantine), not presenting symptoms and who answered No to the PHAC enhanced screening question, will be



advised they are required to quarantine for 14 days. These travellers will be required to make the following declaration:

Declaration: "I acknowledge that I/we must quarantine (if no symptoms) or isolate (if symptomatic) for 14 days to prevent the potential spread of COVID-19."

The TRC officer will instruct the pilot/operator to advise all asymptomatic travellers on board that they are required to quarantine for 14 days upon arrival in Canada (symptomatic travellers are required to isolate). The TRC BSO will ask the pilot/operator to acknowledge that all the travellers will be directed to quarantine for 14 days.

Also, each traveller will be asked additional "yes or no" questions to determine if the individual is able to quarantine themselves.

Note: Normally, the additional questioning of persons being admitted to Canada would be conducted by the verification BSOs when the conveyance is met. In rare cases, upon agreement between the TRC and the verification office superintendents, when the verification office is unable to attend the arrival site to meet the conveyance, this questioning may be conducted by the TRC BSO.

The processing BSO will ask the pilot/operator to ask all travellers on board the following questions:

Do you, as well as all passengers on board, have accommodation where you/they can quarantine for 14 days?

- If **Yes** – Proceed to next question.
- If **No** – Referral to QO and provide GREEN handout.

Are there vulnerable people at the location where you, or any of the passengers on board, plan to quarantine?

- If **Yes** – Referral to QO and provided GREEN handout.
- If **No** – Proceed to next question.

Is your quarantine accommodation a group living environment (e.g. group home or senior residence) or does it currently house different families?

- If **Yes** – Referral to QO and provided GREEN handout.
- If **No** – Proceed to next question.

Can you, as well as all passengers on board, have food, medication or other necessities delivered to your/ their accommodation while in quarantine?

- If **Yes** – Traveller released with GREEN handout.
- If **No** – Referral to QO and provided green handout.

The TRC officer will also advise the pilot/operator that all travellers seeking entry into Canada who are subject to mandatory quarantine or isolation are required to wear a non-medical mask or face covering. In addition, they are to indicate that the pilot/operator and all passengers must wear the face covering or mask while transiting from the POE to their quarantine/isolation location or their residence in Canada. If travellers will be leaving Canada before the end of the 14 days quarantine/isolation period, they must wear a mask while in Canada.



The TRC officer will email the aircraft/vessel operator the PHAC GREEN pamphlet for distribution to all passenger and crew aboard the conveyance. If the conveyance is met, the verification BSO will provide the pamphlet to all travellers on board.

Referral to secondary

In all cases and modes of travel, the TRC officer will make a mandatory secondary referral in the TRCS for quarantine screening on all conveyances reporting through the TRC (100% referrals).

The TRC officer will notify the superintendent at the responding verification office of the referral and advise them of the following, if any, travellers:

- on board an inbound or arriving conveyance have COVID-19 or are reported to be displaying signs or symptoms associated with the coronavirus, which are a fever and cough or a fever and breathing difficulties; and/or
- the travellers are coming to Canada for optional or discretionary reasons; and/or
- who, based on their purpose of travel and intended length of stay, are unable to comply with the 14 day mandatory quarantine period.

The TRC officer will notify the superintendent at the responding verification office that a passenger on the conveyance is subject to the prohibition of entry. The TRC will provide all conveyance and passenger details related to the passage to the superintendent.

If the verification office is unable to attend and meet the conveyance arriving from the U.S., unless alternate arrangements are made between the TRC and the verification office superintendents, the TRC BSO will transfer the conveyance operator to the verification officer for further processing and instruction.

Verification Offices:

100% referral for verification is required for all conveyances reporting through the TRC for the purpose of visually assessing the health of travellers and implementing PHAC enhanced screening procedures.

The conveyance is met

The superintendent will discuss the situation with BSOs attending arriving inbound conveyances and ensure that the BSOs have the appropriate personal protective equipment for their use when dealing with a potentially ill traveller.

In all cases of a referral (including immigration or customs), upon meeting the conveyance, verification BSOs will screen all travellers for signs of a communicable disease, pose the screening questions as outlined in [2020-HQ-AC-03-25-B](#), and make a referral to a QO by calling the PHAC Notification Line, if required. In addition, verification BSOs will ask all travellers to acknowledge that they are being asked to quarantine for 14 days upon entering Canada.

Foreign nationals arriving from the United States who do not meet exceptions under the PHAC OICs are to be advised that they are subject to prohibition of entry and not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order and the BSO will direct them back to the United States as per R41(d) of IRPR. Persons arriving from other countries (Denmark/Greenland, France/Saint-Pierre-et-Miquelon, etc.) are to be advised that they are subject to the prohibition and are not allowed to enter



Canada in accordance with the Quarantine Act Section 58 Emergency Order and the BSO will offer the traveller the option to withdraw their application to come to Canada.

Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, officers will follow instructions in the operational bulletin [OBO-2020-021](#), "Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic".

Persons entering Canada by right and foreign nationals who meet the exceptions from prohibitions of entry will be instructed about the mandatory quarantine upon return home / arrival at destination in Canada and the BSO will collect traveller contact information as per the procedures found in [Annex to 2020-HQ-AC-03-25-B](#), "PHAC Contact Information Collection (Compliance and Monitoring)".

Note: Verification BSOs should bring with them a supply of PHAC mask kits (if available) and GREEN and RED PHAC handouts to provide to travellers when required.

The conveyance is not met

If the verification office is unable to attend and meet the conveyance arriving from the U.S., once the call is transferred, the verification BSO, after suitable questioning and assessment, will instruct the operator/travellers that they are not permitted to enter Canada and will direct them back to the U.S. as per R41(d) of the IRPR. Foreign nationals arriving from countries other than the U.S. will be issued an allowed to leave. The verification BSO will **not** provide the report number to the conveyance operator and will instruct them to turn back and leave Canadian waters or soil (snowmobiles or vehicles) immediately. The verification BSO will make pertinent notes in the TRC System regarding the circumstances of the passage, document that the travellers were instructed to leave Canada (directed back or allowed to leave, depending on the country they arrived from), and complete the entry.

Should a traveller who is subject to the prohibition indicate to the TRC officer that they choose not to withdraw their application to enter Canada, the TRC officer will immediately notify the responsible verification office and the CBSA embed at MSOC of the situation.

Persons entering Canada by right and foreign nationals who meet the exceptions from prohibitions of entry will be instructed about the mandatory quarantine upon return home / arrival at destination in Canada and the BSO will collect traveller contact information as per the procedures found in [Annex to 2020-HQ-AC-03-25-B](#), "PHAC Contact Information Collection (Compliance and Monitoring)".

Notification to the CBSA MSOC intelligence officers:

Further to issuing a direct back to the vessel operator, the BSO will advise the respective CBSA MSOC embed by emailing one of the following CBSA intelligence officers (depending on the geographic location of the vessel's arrival):

- MSOC West: Robin.Whitney@cbsa-asfc.gc.ca
- Great Lakes MSOC: Leticia.Hoffer-Chapman@cbsa-asfc.gc.ca
- MSOC East and Arctic: Lisa.DelVillano@cbsa-asfc.gc.ca

Suspension of services at small AOE's and TRS/Ms:



On May 12, 2020, at 2359hrs, the CBSA will proceed with the temporary suspension of service at a total of 342 telephone reporting sites for private pleasure craft (TRS/Ms) and 126 small airports, to assist in the reduction of discretionary general aviation and private boat arrivals in Canada. TRC and verification BSOs must familiarize themselves with the telephone reporting locations (both air and marine) in their regions that remain open to international traffic and those where the CBSA services are suspended.

It is important to remember that while the CBSA service is suspended at these locations, the sites retain their CBSA designation and can be accessed by BSOs for spot checks, blitzes and clearances, when necessary.

The CBSA remains committed to ensuring that Canadian citizens, permanent residents and Indigenous people continue to be able to move within and between their communities, and are able to provide and access essential goods and services. In some cases, foreign nationals may also arrive by general aviation flights and pleasure craft for non-optional / essential reasons.

In light of the suspension of services at many AOE's and TRS/Ms, these arrivals should be processed as follows:

- All general aviation flights providing advance notification to the TRC should be advised of the approved open AOE's where they can land and to adjust their flight plans accordingly. Should the flight make its first call to the TRC when it's already in the air and is unable to change its landing site, the verification office will attend the airport anyway to conduct screening and examination.
- Should any pleasure craft report from a TRS/M where the CBSA service is suspended, the TRC BSO will advise the boater that they arrived at a location where the CBSA is not currently providing clearances. If it is impossible, or unfeasible to re-direct the pleasure craft to a nearby open site, the TRC BSO will determine whether or not persons on board meet entry exceptions under the PHAC OICs, make a referral to secondary and advise the verification office of the vessel's location and passage details. The verification office will attend the location and process the vessel as per the above procedures.

Note: Diversions should only be considered if an open TRS/M is located close-by and it is safe for the vessel to proceed to that location. Due to geographic variances and nuances, all decisions about diversions will be made, and communicated to the boater, by the verification office superintendent.

Pleasure craft meeting exceptions from presentation and reporting under the Customs Act:

Vessels arriving in Canadian waters which meet the presentation and reporting exceptions found in subsections 11(5) and 12(5) of the Customs Act, are not required to immediately after entering, present themselves to a screening officer at the nearest entry point as required by section 12 of the Quarantine Act. However, these travellers are still subject to travel restrictions and prohibitions outlined in the PHAC OICs.

The Royal Canadian Mounted Police (RCMP) will be patrolling the Canadian territorial and internal boundary waters with a focus on identifying vessels that may have crossed the border into Canada and might be in non-compliance with the entry restrictions. RCMP officers have been instructed to call the TRC to verify if a boater was issued a direction to



leave Canadian waters and might consider laying charges if it is confirmed that boaters willfully disregarded the direction from the CBSA.

Note: Vessel passage and report information may be shared with the RCMP as RCMP officers are customs officers under the Customs Act and enforce it between ports of entry.

In the case of boaters who have not reported to the TRC because they meet the exceptions from presentation and reporting in the Customs Act, RCMP officers will require them to report [as per the residual authorities in ss.11(5) and ss.12(5)] and conduct screening under the Quarantine Act and the primary questioning as per standard procedures. RCMP officers will question the boater and persons on board as to the reason for their travel and pose the enhanced health screening questions. If any symptomatic travellers are on board who do not require an immediate medical assistance, and/or if it is determined that their traveller is not essential and travellers do not meet the exceptions from restrictions in the OIC, RCMP officers will contact the TRC and advise the BSO of the situation. The BSO, as per their authority under the IRPR, will instruct the boater and persons on board to leave Canadian waters immediately [direct back as per R41(d) or allowed to leave, whichever is applicable].

These passages will be entered into the TRCS and suitable notes entered on the passage and in the GCMS.

Canadian boaters entering US waters

PHAC has determined that Canadian boaters who simply transit or tour in US waters [in essence, when they meet the exceptions from presentation and reporting found in ss.11(5) and 12(5) of the Customs Act] will not be required to quarantine when they re-enter Canada. However, at any point that an officer (RCMP/Shiprider on the water or a BSO at a marina) suspects that the returning Canadian boater might not have met conditions for the exceptions from presentation and reporting (e.g., officers saw the vessel land on the US shore, moor alongside another vessel in US waters, etc.), the officer may require that the travellers present and report, process the arrival and issue the direction to quarantine, as required.

Note: It is essential that BSOs read this shift briefing bulletin in conjunction with shift briefing bulletin 2020-HQ-AC-04-08, COVID-19 – Marine Mode Enhanced Border Measures, which contains more instructions pertinent to the marine mode.

Actions required by BSOs:

- BSOs working at the TRC and in verification offices (including marine, air and land ports of entry), which process general aviation flights, private boats and other conveyances reporting through the TRC, are required to understand and implement the above procedures as well as those contained in the associated shift briefing bulletins and operational bulletins.
- All symptomatic travellers are to be referred to a PHAC QO for an assessment.
- Foreign national travellers deemed to be travelling for non-discretionary reasons are to be advised that they are subject to the restriction of entry and not allowed into Canada in accordance with the Quarantine Act Section 58 Emergency Order.
- The BSO is to follow the process for discretionary or optional travel outlined above and direct the travellers back to the U.S. as per R41(d) of the IRPR or allow them to withdraw their application to enter Canada, whichever is applicable.



- Unless exempted, as described above, Canadian boaters returning to Canada will be instructed about the mandatory quarantine upon return home.
- The BSO will collect traveller contact information as per the procedures found in Annex to 2020-HQ-AC-03-25-B, "PHAC Contact Information Collection (Compliance and Monitoring)".

Actions required by TRC and verification offices superintendents:

- Superintendents must ensure that TRC and verification officers follow the above-outlined procedures.
- Superintendents will ensure that officers promptly record conveyance/traveller examination and enforcement, if any, notes, and acquit all referrals in the TRCS.
- Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT.
- Verification office superintendents will report on data for conveyances met and cleared by verification offices, and the TRC superintendents will report on data for conveyances which were not met by the verification office, and which were cleared/processed by the TRC, if applicable.
- Consult shift briefing bulletin 2020-HQ-AC-02-08-B, "Reporting – COVID-19" for reporting instructions and more information.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

2020-HQ-AC-03-26-B, Restricting the Non-essential Travel to Canada of U.S Citizens and Other Foreign Nationals Arriving from the United States (All Modes)

2020-HQ-AC-03-26, Prohibiting Certain Foreign Nationals from Entering Canada from any Country Other than the United States

2020-HQ-AC-03-25-B, COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)

Quarantine Standard Operating Procedures

Job aid: Role of the BSO (screening officer)

OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic

OBO-2020-032, COVID-19 Response – Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry

OBO-2020-033, COVID-19 Response – Processing claims for refugee protection at a designated land or rail port of entry



2019-HQ-AC-05-15, Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures

2020-HQ-AC-02-08-B, Reporting – COVID-19

Annex to 2020-HQ-AC-03-25-B, PHAC Contact Information Collection (Compliance and Monitoring)

MEDEVAC: <https://www.cbsa-asfc.gc.ca/publications/dm-md/d2/d2-5-12-eng.html>

Issued by:

Novel Coronavirus Task Force



Annex to 2020-HQ-AC-03-25-B - COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)

Subject :	PHAC Contact Information Collection (Compliance and Monitoring)
Date :	March 30, 2020 (version 13 –updated July 19, 2020)

Details:

All travellers entering Canada **who are subject to mandatory quarantine or isolation as well as a subset of exempt persons (see section titled *Exempt Persons Contact Information Collection*)** are required to provide their contact information.

Note: Travellers are only exempt from the requirement to quarantine within the context of the exemptions (e.g. nurse crossing the border for work, commercial truck driver engaged in the international movement of goods, crewmember on a vessel actively engaged in the operations of the vessel, etc.) and not simply because of the position they hold. Travellers entering Canada for other purposes outside the context of an exemption are not exempt from the requirement to quarantine.

Asymptomatic travellers have a variety of ways to submit their contact information including:

- Public Health Agency of Canada (PHAC) Contact Information Desktop Application (land and TRC only);
- Paper based PHAC Coronavirus Form;
- ArriveCAN online portal; or
- ArriveCAN Mobile Application.

Provision of the information requested on the Coronavirus Form is mandatory under the *Quarantine Act*.

Note: For all travellers who are found to be symptomatic by a PHAC QO and provided the red handout, the BSO is to send an encrypted email to the Border Operations Centre with the traveller's name, date of birth, email, phone number, address in Canada and how the traveller submitted their contact information (paper form, desktop application, ArriveCAN mobile application, or the online form). The BSO is also to include the POE, as well as the date and time of passage.

Actions required by BSOs:

Land and Telephone Reporting Centre (TRC)

BSOs are to enter the relevant traveller contact info into the PHAC Contact Information desktop application and select the appropriate check boxes relevant to the traveller's situation.

Travellers who are subject to mandatory quarantine must provide all information requested, including their personal contact information. Travellers who are exempt from mandatory quarantine are not required to provide their personal contact information. However, for these travellers, the BSO is to select the appropriate exemption category in the application.

Should the application not be available, the BSO will ask the traveller if they have a digital device to fill out the form (either via the mobile application or online form) and if they do not, provide the traveller with the paper form.

Note: The primary information collection tool in land mode is the desktop application.



Air

Depending on POE operations, and agreements with the airport authority and/or airlines, the PHAC information collection may be completed before the traveller reaches PIL. Should this be the case, the BSO is to review the completion screen or paper form to ensure it is completed in its entirety.

If a traveller did not fill out the PHAC form in advance, the processing BSO will advise the traveller of the requirement to provide their personal contact information, and ask the traveller if they wish to provide it via the mobile application, online form, or paper form. The BSO will then provide the relevant instructions depending on the completion method chosen by the traveller.

The traveller will hand the completed form, or show the confirmation screen, to the primary inspection line (PIL), podium, referral or point officer depending on the respective regional operations and set-up.

BSOs are to consult with POE management as required for port specific procedures.

Verification Offices

When meeting TRC referrals and direct reports, verification BSOs will make the relevant statement and ask the traveller if they have a digital device to fill out the form. If yes, the BSO will provide the traveller instructions for submitting their contact information either on the mobile application or the online form. If not, the BSO will provide the traveller the paper form for completion (one form per traveller is required).

The traveller will then complete the form either in front of the officer, or be provided the form/digital tool information to complete it. The traveller will then hand the completed form, or show the confirmation screen, to the officer.

Process based on information collection method:

All Collection Methods

For all travellers who have not provided their contact information prior to being processed by a BSO, the BSO will make the following statement:

In order to ensure your compliance with mandatory quarantine, you are required to provide the following information: street address while in Canada where you will quarantine for the next 14 days, your phone number and your email. Providing the information requested in the form is mandatory under the Quarantine Act.

After making the statement, depending on the mode, the BSO will collect the information directly, or have the traveller provide it using the paper/online form, or mobile application.

Note: BSOs are not required to make the above statement when they encounter travellers who have provided their contact information prior to processing, either on the paper/online form or mobile application.

Paper Form

Should the BSO refer a traveller as a result of either a health screening question, or quarantine accommodation question, the BSO is to mark the appropriate box at the top of the form, based on the reason for referral. The referral code selected at the top of the form, if applicable must match the reason for referral marked on the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt.



Note: The BSO must mark the respective referral code (if required) on both the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt and the paper form.

Note: If the traveller is released without being referred to a PHAC QO, the BSO is to leave all boxes unmarked on the paper form.

The BSO will follow the process to submit the paper form outlined in the section titled: Submission of paper Coronavirus Forms to PHAC.

Symptomatic Traveller (Red Handout)

The BSO or PHAC resource (if onsite and available) will then ask the traveller each question on the form, and record all relevant information. The BSO will confirm each response with the traveller to ensure it is captured properly on the form.

Asymptomatic Traveller (Green Handout)

The BSO will then provide the form to the traveller and ask them to complete it. The BSO will then ask them to confirm the information on the sheet to ensure its accuracy. Should the BSO prefer to fill out the form for the traveller, they may do so in a similar fashion as outlined for symptomatic travellers.

ArriveCAN Mobile Application

The traveller is to use their personal electronic device and download the application.

Important: For version 2 there is no longer a security token. Traveller passage rectification will occur on the back end

Note: In air mode, if the digital tool is not available, the BSO will ask the traveller to complete the paper form.

Important: For POEs (land) that use the desktop application, please see the section titled "*PHAC Contact Information Desktop Application*" for additional guidance on how to process travellers who use ArriveCAN.

Travellers Required to Quarantine/Isolate

For travellers who provide their personal contact information on the ArriveCAN application, the traveller is required to show the following completion screen to the BSO:



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Important: Despite the information being collected via ArriveCAN version 2, it is important the BSO follow the enhanced screening process for travellers who use ArriveCAN version 2 outlined in the Shift Briefing Bulletin 2020-03-25b - COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes), more specifically the section titled “If ArriveCAN version 2 is used by the Traveller”.

Exempt Travellers

Land Mode

For exempt persons who use ArriveCAN in land, they will receive the following submission screen:

The BSO will then confirm the exemption in the PHAC Desktop application as well as the category the traveller meets. If the traveller does not qualify for an exemption, the BSO is to override the exemption in the desktop application and collect the outstanding required information.

Air and Marine Travellers

For exempt persons who use ArriveCAN in land, they will receive the following submission screen:



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The BSO is then to confirm the traveller meets one of the exemption categories. If the traveller is exempt by virtue of section 6 of the Order in Council 2020-0524, the BSO is to provide the the 3 digit pin and have them hit submit.

Important: The 3 digit pin to confirm the exemption is **101**.

Once confirmed, the traveller will receive the following screen:

If the traveller does not qualify for an exemption, the BSO is to have the traveller select the "Complete quarantine plan" button, and have them enter the required information. They will then receive the receipt for non-exempt travellers (see section titled *Travellers Required to Quarantine/Isolate* for more information).

ArriveCAN Online Portal

Travellers who complete the online form are required to show the following completion screen to the BSO:



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PHAC Contact Information Desktop Application (Land and TRC Only)

On IPIL/NEXUS devices, the app open automatically upon Windows login.

On other types of devices, such as TRC workstations or secondary workstations, users will have to open it manually. The shortcut appears as follows:



All bio data associated to the travel document will be automatically populated into the respective fields in the application. The BSO will verify the information and enter any data in the respective fields where blank.

Note – TRC-specific: All conveyances reporting through the TRC will be referred for mandatory screening under the Quarantine Act. If an in-person verification is not possible: TRC officers will enter the information manually directly into the Traveller Info application. If the application is not available, the TRC BSO will ask the traveller the required information and enter it on the PHAC Coronavirus Form. At the end of each day, the paper forms will be sent to PHAC as per procedures outlined below.

Should a traveller have a recent passage that was entered into the desktop application, the BSO will be able to access basic information from previous passages by accessing the "Recent passage" tab at the top of the desktop application. BSOs will then be able to see the dates, locations, document numbers and if the traveller was exempt from a the mandatory quarantine requirement for previous passages in the land mode. If a BSO identifies a traveller who may not be in compliance with a direction to quarantine based on their passage history, the BSO is to follow the directions outlined in Shift Briefing Bulletin: 2020-HQ-AC-03-29 - Non-compliance with a mandatory order to self-isolate / Operational bulletin: OBO-2020-027 Lookout issuance procedures for Border Services Officers for COVID-19 travellers.

Recent Passage Screen



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COVID-19 Contact Information

Contact Information Recent Passages (4) ArriveCAN Submission

JELSON, GEORGE, 1970-06-09, Doc #: A001208

Entries into Canada since April 3rd, 2020: 4

DATE/TIME IN:	PORT OF ENTRY	DOC NUMBER	EXEMPT	COVID-19 REFERRAL	NOTIFIED TO P.S.
2020-07-15 14:18	Walter Freez B	A001208	NO	YES	YES
2020-07-15 14:18	Walter Freez B	A001208	NO	YES	YES
2020-07-15 14:18	Walter Freez B	A001208	NO	YES	YES

Note: Should a situation arise where a traveller's information was marked incorrectly, POE management is to send an email to the Issues Management – Travellers inbox. This includes situations where a BSO has marked a traveller as non-exempt in the desktop application (required to quarantine), when they should have been marked as exempt.

Travellers who do NOT use ArriveCAN

Upon scanning a travel document, the BSO will see the following notification:

COVID-19 Contact Information Collection

A new document was received!

Press the **WINDOWS** key on your keyboard to bring up the task bar, and then click on the application **COVID-19 Contact Information Collection** to input the required information.

OK

Note: The BSO can scan multiple travel documents and enter the traveller contact information after scanning each document.

After scanning the respective travel document(s), the BSO will press **OK**. Once the pop-up has disappeared, the BSO will press the **WINDOWS** key on their keyboard to bring up the task bar, and then **click on the application COVID-19 Contact Information Collection** to bring up application.

The BSO will then be prompted to select the traveller they wish to add the information for, or select the manual input button.

Should the BSO refer a traveller as a result of either a health screening question, or quarantine accommodation question, the BSO is to mark the appropriate box COVID-19 referral check box, based on the reason for referral. The referral code selected on the desktop application, if



applicable must match the reason for referral to the PHAC QO. This applies to all travellers referred to a PHAC quarantine officer.

Note: If the traveller is released without being referred to a PHAC QO, the BSO is to select the check box titled "No Referral".

Travellers Subject to Mandatory Quarantine

For travellers who are subject to the mandatory quarantine requirement, all fields must be completed (at least one phone number and email if available).

The BSO is to leave the exemption from quarantine unchecked as they do not qualify for an exemption.

Then BSO will ask the traveller the following information and enter it into the appropriate section:

- E-mail address;
- Phone number in Canada (including area code); and
- Street address in Canada, including house number and postal code.

Note: For families residing at the same address, that BSOs can utilize the "Use info from previous traveller" function to copy the information for subsequent family members. For frequent travellers the application will automatically populate itself with previously entered information.

Contact Information Screen

COVID-19 Contact Information

Contact Information

Arrival in Canada: 2020-07-13 14:01 EST (YYYY-MM-DD HH:mm)

Surname: [] Date of Birth: [] (YYYY-MM-DD)

Given Name(s): [] Citizenship: [] Doc #: []

COVID-19 Referral: ☐ No Referral ☐ QO - Symptoms ☐ QO - Accommodations ☐ QO - Vulnerable People ☐ QO - Group Living ☐ QO - Food / Medication

ArriveCAN? ☐ Yes ☐ No

Confirmation #: []

Exempt from Quarantine: ☐ Exempt from Quarantine

Trade and Transport: ☐ Trade and Transport

Medical Support: ☐ Medical Support

Crossborder Worker: ☐ Crossborder Worker

Essential Services: ☐ Essential Services

Purpose of Travel: ☐ Personal ☐ Business ☐ Study ☐ Temporary Foreign Worker ☐ Redirected to U.S.

Immediate Family Travel: ☐ Immediate Family Travel

In-Transit: ☐ In-Transit

Asylum Seeker: ☐ Asylum Seeker

Other: ☐ Other

PHAC Follow-Up: ☐ PHAC Follow-Up

Preferred Method: ☐ Email ☐ Phone

Preferred Language: ☐ English ☐ French

Submit Cancel

Travellers Exempt from Mandatory Quarantine

For travellers who are exempt from the mandatory quarantine requirement arriving at a POE that is not participating in the exempt person pilot (see section titled *Exempt Persons Contact Information Collection Pilot for more information*), the BSO will confirm that they are asymptomatic, and select the "exempt" box. The BSO will then be required to check which exemption applies. If referred, the BSO is to click the appropriate referral

BSOs do not need to enter the traveller contact information for travellers who are exempt from the mandatory quarantine requirement, but are required to ensure the bio data is correct.



Contact Information Screen

COVID-19 Contact Information

Contact Information

Arrival in Canada: 2020-07-13 14:01 EST (YYYY-MM-DD HH:mm)

Surname: Dawn Date of Birth: (YYYY-MM-DD)
Given Name(s): Dawn Citizenship: Doc #:

COVID-19 Referral **ArriveCAN?** ☐ Yes ☒ No **Purpose of Travel**

☐ No Referral ☐ Confirmation # ☐ Personal ☐ Immediate Family Travel

☐ QO - Symptoms ☐ Exempt from Quarantine ☐ Business ☐ In-Transit

☐ QO - Accommodations ☐ Trade and Transport ☐ Study ☐ Asylum Seeker

☐ QO - Vulnerable People ☐ Medical Support ☐ Temporary Foreign Worker ☐ Other

☐ QO - Group Living ☐ Crossborder Worker ☐ Redrafted to U.S.

☐ QO - Food / Medication ☐ Essential Services

Email Address: ☐ Not Available

Primary Phone: Ext: Secondary Phone: Ext:

Quarantine Address ☒ Canada ☐ U.S.

Street Address:
Address Line 2:
City:
Province: Postal Code:

PHAC Follow-Up

Preferred Method: ☒ Email ☐ Phone

Preferred Language: ☒ English ☐ French

Comments:

Travellers who use ArriveCAN

For travellers who submit their information using ArriveCAN, the BSO will see the following screen:

COVID-19 Contact Information

Contact Information **Recent Passages (15)** **ArriveCAN Submission**

Arrival in Canada: 2020-07-13 14:01 EST (YYYY-MM-DD HH:mm)

Surname: TEST Date of Birth: 1987-06-30 (YYYY-MM-DD)
Given Name(s): ANOTHER Citizenship: CAN Doc #: EAD529504

COVID-19 Referral **ArriveCAN?** ☐ Yes ☒ No **Purpose of Travel**

☐ No Referral ☐ Confirmation # ☐ Personal ☐ Immediate Family Travel

☐ QO ☐ QO ☐ QO ☐ QO ☐ QO

ArriveCAN data found for this traveller

* Contact information has been pre-filled
* See the ArriveCAN tab for more details

Traveller is experiencing COVID-19 symptoms: cough, difficulty breathing, or fever.

Traveller declares to be exempt from quarantine (Trade and Transport).

Email Address: ☐ Not Available

Primary Phone: Ext: Secondary Phone: Ext:

Quarantine Address ☒ Canada ☐ U.S.

Street Address:
Address Line 2:
City: Postal Code:

PHAC Follow-Up

Preferred Method: ☒ Email ☐ Phone

Preferred Language: ☒ English ☐ French

Comments:

Note: In land mode, when a traveller is processed on the PHAC desktop application, and has submitted their information in ArriveCAN, if adverse information that warrants a referral was entered, a warning will appear on the desktop screen.



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ArriveCAN data found for this traveller

* Contact information has been pre-filled.

Traveller is experiencing COVID-19 symptoms: cough, difficulty breathing, or fever.

OK

Once the BSO clicks "OK", all information entered into the ArriveCAN will self-populate into the desktop application.

COVID-19 Contact Information

Contact Information Recent Passages [15] ArriveCAN Submission

Arrival in Canada 2020-07-14 19:37 EST (YYYY-MM-DD HH:mm)

Surname TEST Date of Birth 1961-06-30 (YYYY-MM-DD)

Given Name(s) ANOTHER Citizenship CAN Doc # EA052604

COVID-19 Referral ArriveCAN? ☒ Yes ☐ No Purpose of Travel

☐ No Referral Confirmation # P452CH Personal Immediate Family Travel

☐ QO - Symptoms ☒ Exempt from Quarantine Business In Transit

☐ QO - Accommodations ☐ Trade and Transport Study Awaiting Selection

☐ QO - Vulnerable People ☐ Medical Support Temporary Foreign Worker Other

☐ QO - Group Living ☐ Crossborder Worker ☐ Redirected to U.S. ☐ Under 17 - Not Provided By User?

☐ QO - Food / Medication ☐ Essential Services

Email Address chutaka.alappanuma@gmail.com ☐ Not Available

Primary Phone 1 (813) 555-1234 Ext. Secondary Phone 1 (813) 555-1234 Ext.

Quarantine Address ☒ Canada ☐ U.S.

Street Address 10 Percent PHAC Follow-Up

Address Line 2 Preferred Method ☒ Email ☐ Phone

City Cent City Preferred Language ☒ English ☐ French

Province ON Postal Code K0K 0K0

Comments

Submit Cancel

Important: If adverse information is submitted, the BSO is then to validate the concern and click the appropriate check box on the desktop application.

BSOs are also able to see the information submitted within the ArriveCAN submission by clicking the "ArriveCAN Submission" tab.

COVID-19 Contact Information

Contact Information Recent Passages [15] ArriveCAN Submission

Confirmation #: P452CH

Submission Date/Time (EST): 2020-07-14 17:43

Planned Arrival Date/Time (EST): 2020-07-14 13:36

Planned Port of Entry: Pearson International Airport - Terminal 1

Do you currently have a cough, difficulty breathing, or feel you have a fever? Yes

Traveller declares to be exempt from quarantine (Trade and Transport).



Land – If COVID-19 Contact Information Collection desktop application is NOT Available

Should the application not be available, or an error message is received, the BSO will ask the traveller if they have a digital device to fill out the form.

When using the desktop application, the error message will appear as per the below, and the BSO is to call the National IT Helpdesk:

The BSO will make the following statement and ask the traveller the following question:

In order to ensure your compliance with mandatory quarantine requirements , you are required to provide the following information: street address while in Canada where you will quarantine for the next 14 days, your phone number and your email. Providing the information requested in the form is mandatory under the Quarantine Act. You are required to fill out the Public Health Agency of Canada Coronavirus Form, do you have a digital device to fill out the form?

- *If yes, the BSO is to provide the traveller instructions for completing the form (up to six [6] travellers at the same address can complete the form);*
- *If no, the BSO is to provide the traveller the paper form for completion. (One form per traveller is required.)*

Exempt Persons Contact Information Collection

BSOs collect contact information from exempt persons to allow persons to be contacted during the 14-day period that begins on the day on which they enter Canada. Exempt persons, refers to someone who falls under one of the classes of persons listed in section 6 of Order in Council OIC 2020-0524 and is entering Canada, or returning to Canada, for that purpose.

Important: Exempt persons include all travellers who are exempt from the quarantine requirement and not only commercial drivers.

BSOs processing exempt persons at all land POEs with the exception of Ambassador Bridge, Cornwall and Bluewater Bridge are to collect each exempt travellers contact information (phone and email address).

Note: Exempt persons seeking entry at Cornwall, Blue Water Bridge and Ambassador Bridge POEs are not required to provide their contact information at this time.



POE Processing Management

In exceptional circumstances and if absolutely necessary, POE management may pause the pilot to facilitate people processing should significant processing delays be encountered.

Process

BSOs will scan the exempt persons travel document and verify the persons biographical data is properly entered in the desktop application.

The BSO will then process the traveller in accordance with the enhanced screening process. If symptomatic, the BSO will select the "QO-Symptomatic" check box, and make a referral to a QO. If asymptomatic, the BSO will select the "Exempt" check box, along with the relevant category ("Trade and Transport", "Crossborder Worker", "Medical Support", or "Essential Service").

The BSO will then advise the traveller that they are required to provide information as to how they can be contacted during the 14-day period that begins on the day on which they enter Canada, including their **phone number** and their **email**. The BSO will advise the traveller their information is being collected further to their duty under subsection 15(1) of the Quarantine Act and that it may be used and/or disclosed to provide for public health follow-up. The BSO will advise the person that providing the information requested is mandatory under the Quarantine Act. If the traveller provides their email address and phone number, the BSO will enter it into the application. The BSO will validate all biographical and contact information is accurate and submit the form leaving the address fields blank.

Note: If a traveller refuses to provide their information, the BSO will advise the person that if they do not provide this information, they may be subject to additional measures, such as a requirement to undergo a health assessment. They could also be charged with an offence under the Quarantine Act. Alternatively, local police of jurisdiction can issue a ticket under the Contraventions Act. If they continue to refuse to not provide their information, the exempt person will be referred to a PHAC quarantine officer.

Submission of paper Coronavirus Forms to PHAC:

By E-mail: Completed forms can be sent via e-mail to

TPSGC.DGRGPFformulaireASPC/RGPBPHACform.PWGSC@tpsgc-pwgsc.gc.ca with the following in the subject line: "Completed PHAC Coronavirus Forms - <Insert POE Name> - < Insert Province/Territory>"



When emailing, please be sure to:

- Send only the 1-page Coronavirus form. No additional information, including health questionnaires, should be sent.
- Limit the total attachment size to 5MB. More forms cannot be accommodated in one email, and should be sent separately.
- Encrypt the email with Entrust.

By Courier: Please courier boxes/envelopes to the following. Please label the box "PHAC-Border and Travel Health" so that the box/envelopes are treated with priority.

Public Service and Procurement Canada
Attn. : Beily Bouffard-Lebrun, CBSA Declarations
150 boulevard Dion
Matane, Quebec.
G4W 4N3

When mailing, please be sure to send only the 1-page Coronavirus form. No additional information, including health questionnaires, should be sent.

FAX: Forms can be faxed to:

When faxing, please be sure to:

- Send the fax in the correct orientation.
- Send only the 1-page Coronavirus form. No additional information, including health questionnaires or cover sheets, should be sent.
- Limit the number of pages per fax to 50. More forms cannot be accommodated in one fax, and should be sent separately.
- Verify your fax confirmation of receipt for successful transmission.

In Person: All paper forms completed at the Vancouver, Calgary, Toronto (Pearson), or Montreal international airports will be handed directly to the PHAC resource at the respective airport.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona.Virus.TF-GT.virus.Corona.ASFC@cbsa-asfc.gc.ca.

References:

COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)

Shift Briefing Bulletin: 2020-HQ-AC-03-29 - Non-compliance with a mandatory order to self-isolate

Operational bulletin: OBO-2020-027 Lookout issuance procedures for Border Services Officers for COVID-19 travellers

Issued by: Coronavirus Task Force



Canada Border
Services Agency

Agence des services
frontaliers du Canada



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PROTECTION • SERVICE • INTEGRITY

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Shift Briefing Bulletin

Subject:	Restricting entry of United States citizens and other foreign nationals into Canada from the U.S. (all modes)
Date:	March 26, 2020 (Version 6: updated July 20, 2020)

This shift briefing bulletin **only** applies to foreign nationals (including United States [U.S.] citizens) and must be read in conjunction with operational bulletin OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

The prohibitions on entry do not apply to the following foreign nationals:

- a person registered as an Indian under the Indian Act;
- a person who, determined by the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act, not to pose a risk of significant harm to public health;
- a protected person within the meaning of s.95(2) of the Immigration and Refugee Protection Act (IRPA);
- a person who enters Canadian waters, including the inland waters, or the airspace over Canada on board a conveyance while proceeding directly from one place outside Canada to another place outside Canada on board the conveyance, as long as the person was continuously on board that conveyance while in Canada and, in the case of a conveyance other than an aircraft, the person did not land in Canada and the conveyance did not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law and, in the case of an aircraft, the conveyance did not land while in Canada; or
- a person entering to make a refugee claim and will not be directed back under the operational bulletin – OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry or OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.

The new Order in Council (colloquially referred to as OIC-19), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States), has been made pursuant to section 58 of the Quarantine Act. OIC 19 has effect for the period beginning on July 20, 2020 (23:59:59) and ending on August 20, 2020 (23:59:59). The Order repeals and replaces the Order in Council P.C. 2020-0469 (OIC16).

Details:

As a result of the COVID-19 pandemic, Canada and the U.S. have restricted optional or discretionary travel across the Canada-U.S. border. In both countries, individuals are required to exercise caution by avoiding unnecessary contact with others (physical distancing).

Canada and the U.S. recognize the critical necessity to preserve supply chains between both countries. These supply chains ensure that food, fuel, and life-saving medicines reach people on both sides of the border. Supply chains will not be impacted by this new measure.

Standard to be met for entry:

In order for a U.S citizen or other foreign national, who is not an immediate family member of a Canadian citizen or permanent resident, to enter Canada from the U.S:



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- **they must be asymptomatic; and**
- **their entry must not be for a purpose that is optional or discretionary; and**
- **they must be able to comply with the requirement to quarantine based on their purpose of travel and intended length of stay if required to do so.**

In order for a U.S citizen or other foreign national, who is an immediate family member of a Canadian citizen or permanent resident, to enter Canada from the U.S:

- **they must be asymptomatic; and**
- **they must demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.**

or

- **they must be asymptomatic;**
- **their entry is not for a purpose that is optional or discretionary; and**
- **they must be able to comply with the requirement to quarantine based on their purpose of travel and intended length of stay if required to do so.**

"Immediate family member" refers to the:

- a) spouse or common-law partner of the person;
- b) dependent child, as defined in section 2 of the Immigration and Refugee Protection Regulations, of the person or of the person's spouse or common-law partner;
- c) dependent child, as defined in section 2 of the Immigration and Refugee Protection Regulations, of a dependent child referred to in paragraph (b);
- d) parent or step-parent of the person or of the person's spouse or common-law partner; or
- e) legal guardian [or tutor] of the person.

Note: When considering the application for entry by foreign nationals who meet all IRPA and OIC requirements, officers must not seek to apply a test of the "essential" nature of their work in Canada. For example, a foreign national who holds a valid work permit, and whose place of employment in Canada is open for business, does not have to prove that their work is an essential service. Border services officer (BSO) must be careful not to introduce an additional layer to the standard for entry which is not specified in the OIC / SBB.

Application of Prohibition on Entry from the United States:

The BSO must first determine whether the traveller is displaying any COVID-19 symptoms. If no symptoms are present, the BSO will ask the traveller the purpose of their entry to Canada to determine if it is optional or discretionary in nature. The BSO should use additional discretionary questioning as required to help determine the purpose of the entry.

Optional or Discretionary Purpose of Travel

A foreign national is prohibited from entering Canada from the U.S. if the purpose of their trip is optional or discretionary, such as tourism, recreation or entertainment.

In accordance with section 3 (2) of OIC 19, immediate family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:



- the foreign national intends to enter to be with their immediate family member who is a Canadian citizen or a permanent resident; and
- can demonstrate the intent to stay in Canada for a period of at least 15 days.

The purpose of travel for immediate family members of Canadian citizens and permanent residents of Canada is irrelevant as long they are entering to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days.

When processing a foreign national immediate family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria in section 3(2) set out above, or is not able to demonstrate it, the BSO is to consider the purpose of travel and all relevant information. In other words, entry may still be permitted if they can establish the purpose for entry is not optional or discretionary.

Important: A foreign national immediate family member of a Canadian citizen or permanent resident who is asymptomatic and able to demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days, are no longer prohibited from entering Canada. This means that those who have been the subject of a Direct Back to the U.S. should not be issued a 44(1) report for returning to Canada before the travel restrictions are lifted. These travellers should be allowed into Canada, absent other IRPA inadmissibilities.

Consult [Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel\)](#) and [Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine\)](#) for more information.

Unable to comply with quarantine requirement based on purpose and duration of travel:

This applies to foreign nationals who are coming to Canada for non-discretionary travel and whose stated purpose or duration for travel would mean they are unable to comply with the requirement to quarantine for the 14 day period pursuant to OIC18, entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation), in effect until August 31, 2020.

If a foreign national meets all criteria to enter, and is able to comply with the 14 day mandatory quarantine period, but does not have a suitable quarantine accommodation, they are to be referred to the Public Health Agency of Canada (PHAC) in accordance with existing protocols outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

Note: A traveller does not need to remain in Canada to fulfill the 14 day quarantine requirement: a traveller can exit Canada before the 14 days ends. Consequently, travellers who seek entry to Canada en route to another U.S. destination will not have to complete 14 days of quarantine.

Actions required by BSOs:

Port of Entry (POE) Process for foreign nationals:

The BSO is to determine if the traveller is symptomatic or asymptomatic by asking the health screening symptoms based questions outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B](#)



(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Air Mode: A BSO will establish the purpose of entry at the first point of contact with a traveller at a primary inspection line (PIL) booth, NEXUS triage or at podium/triage position for kiosk-enabled airports.

The BSO will mark the answers on the back of the kiosk receipt or the E311, CBSA Declaration Card.

Land, rail, marine or ferry: If applicable, and the traveller is being referred to secondary, the PIL BSO will mark the answers on the back of the E67 (BSF235), Secondary Referral form or E311, CBSA Declaration Card.

In all modes, BSOs are expected to use the following coding:

- Type of Travel: Discretionary "Disc". If non-Discretionary or qualify for the immediate family exemption - leave blank

If, based on the foreign national's purpose of trip and intended duration of stay, the BSO determines that they will not be able to comply with the mandatory 14 day quarantine period, the BSO will mark the answer as follows:

- Unable to meet quarantine requirement "Quarantine not possible" or if quarantine requirement can be met, leave blank.

If the traveller meets all of the requirements for entry under OIC19, and no admissibility concerns exist, BSOs are to follow the process outlined in shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)), including providing the traveller the green handout, and asking all relevant questions related to their quarantine accommodations. If required, the traveller is to be referred to PHAC to determine a suitable quarantine location.

Asymptomatic

Travel is Non-Discretionary/Not Optional or traveller is an immediate family member of a Canadian citizen or permanent resident, and traveller meets all other criteria to enter Canada

These travellers are to be authorized entry into Canada as long as no other immigration concerns exist.

Follow all procedures outlined in shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Note: If a foreign national arrives at a POE from the U.S., and their purpose in Canada is considered non-discretionary, they should be allowed to apply for a work permit at the POE if required and permitted to do so under the IRPA.

Travel is optional or discretionary

Foreign nationals who seek entry for optional or discretionary reasons are to be advised that they are subject to the prohibition on entry and not allowed into Canada in accordance with OIC 19 and



are to be directed back to the U.S. as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR).

For more information please consult [OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.](#)

Foreign Nationals who are unable to meet quarantine requirement

A foreign national is prohibited from entering Canada from the U.S. if, based on the purpose of entry and intended length of their stay, they will not be able to comply with the requirement to quarantine.

This applies to foreign nationals who are coming to Canada for non-discretionary travel and are unable to comply with the requirement to quarantine for the 14 day period.

Note: If a foreign national meets the standard for entry, and is able to comply with the 14 day mandatory quarantine period, but does not have a suitable quarantine accommodation, they will be referred to PHAC in accordance with existing protocols outlined in shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

Symptomatic

Foreign nationals entering from the U.S who have COVID-19, or who have a combination of either a fever and cough; or a fever and breathing difficulties are prohibited from entering Canada even if they meet all other conditions for entry.

Private Conveyance (all purposes of travel)

If a traveller is symptomatic, BSOs are to determine if the traveller requires immediate medical attention. If the traveller requires immediate medical attention, the local emergency medical service is to be called. The BSO will defer the examination in accordance with section 23 of the IRPA until such time as the person is cleared by the PHAC quarantine officer (QO) or released from medical care. Entry pursuant to A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete examination once any period of self-isolation or treatment is complete. Once the foreign national becomes asymptomatic or no longer requires immediate medical care, the examination can resume and the office will determine admissibility based on existing processes.

A foreign national who does not require immediate medical attention is prohibited from entering Canada from the U.S. if they have COVID-19 or have signs and symptoms of COVID-19, including:

- a) a fever and cough; or
- b) a fever and breathing difficulties.

Foreign nationals who have a combination of either a fever and cough; or a fever and breathing difficulties will be advised that they are subject to the prohibition on entry in accordance with OIC 19. These foreign nationals will be directed back to the U.S.

For more information please consult [OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.](#)



Public Conveyance (all purposes of travel)

A foreign national who does not require immediate medical attention but responds "YES" to the enhanced screening question, is to be processed in accordance with existing enhanced screening measure procedures as per the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

The BSO is to issue a PHAC mask kit to the traveller, direct the traveller to wear the surgical mask contained in the kit, and make a mandatory referral for the traveller to report to a QO for further questioning. BSOs will follow standard procedures for contacting a PHAC QO through the PHAC Central Notification Service if no QO is on site. BSOs are to follow the directions of the PHAC QO once the QO completes a health assessment.

PHAC QO Orders Symptomatic Traveller to Isolate

If the QO orders the foreign national to isolate, the BSO will defer the examination in accordance with section 23 of the IRPA for the duration of the isolation period and until such time as the person is cleared by the PHAC QO. During this time, priority shall be given to public health and officer safety considerations, and steps to determine inadmissibility that would require interaction with the foreign national should be likewise deferred. A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete their examination once any period of isolation or treatment is complete. Once the foreign national becomes asymptomatic, the examination can resume and the office will determine admissibility based on existing processes: e.g., if they fall under one of the exemptions, they may be admitted if not, the officer will advise the foreign national that they cannot enter Canada due to the prohibition order and allow them the opportunity to withdraw the application to enter Canada. Please note that once A23 option has been used, the foreign national can no longer be given a Direct Back.

For more information please consult [OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#).

PHAC QO Determines Traveller is not a Case of Concern During Processing at POE

If the PHAC QO clears the traveller at the POE and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:

- Foreign nationals whose entry is not prohibited under the Quarantine Act emergency order can be allowed to enter Canada, absent other admissibility concerns. BSOs are to follow the process outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#) and follow the direction of the PHAC QO.
- Foreign nationals whose entry is prohibited under [OIC 19](#) will be subject to a Direct Back to the U.S.

PHAC will provide support and guidance where required. BSOs will seek guidance from their superintendent as needed.



Claims for Refugee Protection

- Claim for refugee protection at airports, marine ports and between ports of entry: Consult OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry.
- Claim for refugee protection at land ports of entry: Consult OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.

Actions required by BSOs working at the Telephone Reporting Center and BSOs and superintendents working at verification offices:

Consult shift briefing bulletin 2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the POEs for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: 2020-HQ-AC-02-08-B Reporting – COVID-19 for reporting instructions and more information.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.CORONA Virus TF-GT virus Corona.ASFC@cbsa-asfc.gc.ca.

References:

- Annex A: Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel
- Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation
- 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes))
- 2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection (Compliance and Monitoring)
- 2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices
- Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic 2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States
- OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry or OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.



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- Quarantine Standard Operating Procedures
- 2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures
- Job aid: Role of the BSO (screening officer)
- 2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus
- 2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus (2019-nCoV)

Issued by: Coronavirus Task Force



Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B

Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine

Scenarios have been developed to assist border services officer (BSOs) and liaison officers (LOs) in determining whether entry is for a discretionary/optional purpose and therefore prohibited.

These scenarios only apply to foreign nationals (FN) who are not otherwise excepted or exempt from the OIC under another category. All scenarios below involve a FN who is neither a registered Indian nor protected person, and who is not symptomatic for COVID-19. References to "Canadian" pertain to both CC and PRs, unless otherwise specified.

Scenario	Type of Travel: Discretionary / Non-discretionary	Rationale	Quarantine?
FN worker who lives in one country and works in the other.	Non-discretionary	Cross-border workers OIC 19	Exempt pursuant to section 6(e) of OIC 18
FN travelling to Canada to work under the Seasonal Agricultural Worker Program (SAWP).	Non-discretionary	Holder of valid work permit and coming to work. OIC 17	14-days
FN with business not yet open due to seasonality	Dependent on Circumstances	If the purpose of the travel is to prepare the business for seasonal opening, the foreign national should be permitted to enter. If opening of this business has been cancelled or suspended due to COVID-19, the purpose of trip is discretionary. OIC 19	N/A if FN not admitted 14 days for FN admitted but, if the length of trip is shorter than 14 days, may break quarantine to leave Canada pursuant to section 8 of OIC 18 .

		If from a country other than the U.S., traveller would need to qualify for an exemption under section 3(1) of OIC 13 in order to be permitted to travel to and enter Canada.	
FN who owns a Canadian business which is open.	Dependent on Circumstances	If from the U.S., travel is non-discretionary as it supports economic activity and supply lines. Travel should be permitted. <u>OIC 19</u> If from a country other than the U.S., traveller would need to qualify for an exemption under section 3(1) of OIC 13 in order to be permitted to travel to and enter Canada.	14 days but may be exempt pursuant to <u>OIC 18</u> .
FN who orders essential goods to a PO box in Canada (example: medication or goods related to their business / commerce)	Non-discretionary	Essential goods or services <u>OIC 19</u>	Exempt pursuant to section 6(e) of <u>OIC 18</u> .
Commercial shipping crews in the Great Lakes who disembark in Canada to fly home and the replacement crews who need to replace them.	Non-discretionary	Transiting through Canada for non-discretionary/not optional purposes – no optional or discretionary activities while in Canada. <u>OIC 19 & OIC 17</u>	Exempt pursuant to section 6(e) of <u>OIC 18</u> .
FN who has farm land or livestock in both Canada and the United States (U.S) and needs to travel back-and-forth for commercial and economic reasons.	Non-discretionary	Economic services and supply chains – no optional or discretionary activities while in Canada. <u>OIC 19</u>	Exempt – section 6(e) of <u>OIC 18</u> .
FN farmer travelling to Canada to buy farming equipment or livestock.	Non-discretionary	Economic services and supply chains – no optional or discretionary activities while in Canada. <u>OIC 19</u>	Exempt – section 6(e) of <u>OIC 18</u> .
FN seeking to enter Canada to access mining camps in the U.S. that can only be accessed through Canada.	Non-discretionary	Transiting through Canada for essential purposes – no optional or discretionary activities while in Canada. <u>OIC 19</u>	Exempt – section 6(e) of <u>OIC 18</u> .

FN spouse/child of FN truck driver accompanying on trip to Canada.	<p>Non-discretionary – if there are no reasonable means for the spouse/child to return home or if the spouse/child share driving responsibilities</p> <p>Discretionary / Optional - if there are means for the spouse/child to return home (not applied to minor children travelling alone with the driver)</p>	<p>The goal of the Government of Canada is to not turn the truck around simply because of the OIC.</p> <p>Though the travel of the spouse/child may be discretionary, given their familial ties to the driver, and that the only conveyance is the truck delivering goods, they should not be denied entry. Also non-discretionary if they are co-drivers.</p> <p>If, however, the spouse/child is able to seek alternate ways to return home from the port of entry (POE), then the travel would be discretionary or optional.</p> <p><u>OIC 19</u></p>	<p>Driver - may be exempt pursuant to section 6(e) of <u>OIC 18</u>.</p> <p>If additional passenger is a co-driver, may be exempt pursuant to CPHO “essential services” pursuant to section 6(e) of <u>OIC 18</u>.</p> <p>If non co-driver & admitted (child, spouse) – required to quarantine but may break quarantine to leave Canada pursuant to section 8 of <u>OIC 18</u>.</p>
FN truck driver as above accompanied by a non-immediate family member (i.e. friend) FN.	Discretionary / Optional	<p>The circumstances in this case are different given the absence of familial ties/compassionate reasons. The argument here is that the other person, provided they’re an adult, can make arrangements to return home from the POE.</p> <p>This analysis may change if the passenger shares in the driving duties (i.e. co-driver).</p> <p><u>OIC 19</u></p>	N/A – not admitted
Commercial importer (including B3 importer using parcel pick-up services).	Non-discretionary	<p>Economic services and supply chains</p> <p><u>OIC 19</u></p>	Exempt pursuant to section 6(e) of <u>OIC 18</u>
FN on a work or study permit whose primary residence is in Canada.	Non-discretionary	<p>Primary Residence is Canada</p> <p><u>OIC 19</u> & <u>OIC 17</u></p>	14 days.
FN on a work or study permit whose primary residence is not in Canada.	Depends on circumstances	<p>Generally considered non-discretionary if coming to establish themselves in Canada.</p> <p>Purpose of travel to Canada must be considered.</p>	<p>N/A if not admitted</p> <p>14 days if admitted</p>

FN with approved (i.e. not yet issued) Study Permit travelling to attend school.	Depends on circumstances	For schools which are closed, this travel may be discretionary/optional. Many schools offer online courses which can be accessed from anywhere. However, factors to consider are: 1. If arriving from a country other than the U.S., the traveller will not be permitted unless the study permit was issued before noon EDT on March 18, 2020 (section 3(1)(o) of OIC 17). 2. Are there parts of the program which must be done in-person (e.g., lab work)? 3. Can the person be reasonably expected to attend virtual courses? Are time zone differences a hindrance? 4. Can the person be reasonably expected to take part in online courses? Some countries restrict foreign websites. China and Iran have been identified as countries where Canadian school content is not available.	N/A if not admitted 14 days if admitted
FN (with or without Study Permit) attending school in a cross-border community daily	Refuse entry – unable to meet requirement to quarantine.	Not exempt from requirement to quarantine – does not meet standard of entry under <u>OIC 19</u> section 4(1).	Not Admitted
Canadian Resident Student attending school daily in the US	<u>Non-discretionary</u>		14 days. May leave Canada for school the next day (pursuant to <u>OIC 18</u> section 8)
FN on Study Permit returning to continue studies	<u>Non-discretionary</u>	Place of habitual residence is Canada and they must be permitted to return home	14 days
FN coming to pick up foreign national student on study permit to all go back in the US.	Discretionary/Optional	Discretionary / optional travel <u>OIC 19</u> If coming from a country other than the U.S., OIC 17 does not permit these individuals to travel to Canada as there is no exemption for this travel. If encountered at the POE, unless the traveller falls under another exemption category, the traveller should not be permitted to enter Canada.	N/A – not admitted
FN whose primary residence is Canada (regardless of immigration status)	<u>Non-discretionary</u>	Primary residence in Canada. Residence for the purposes of the Quarantine Act is not dependent on a person's immigration status. Therefore, officers should use questioning to determine the bona fides of a person's claim to residency in Canada.	14 days

		<p>Note: While their entry is not prohibited under the QA does not mean they must be authorized to enter under the IRPA.</p> <p>OIC 19 & OIC 17</p>	
FN with secondary residences in Canada (including hunting/fishing cabins, etc.).	Discretionary / Optional	<p>Optional or discretionary</p> <p>OIC 19 & OIC 17</p>	N/A – not admitted
FN seeking to transit through Canada to reach their primary residence or place of work in the U.S.	Non-discretionary	<p>Cross-border employment – minimal stop-overs and self-isolate while in Canada. Cannot use the opportunity to meet friends for dinner etc.</p> <p>OIC 19</p>	Required to quarantine but may break quarantine to leave Canada pursuant to section 8 of OIC 18 .
FN in transit through Canada for a shorter route to their destination in the U.S.	Dependent on Circumstances	<p>The purpose of the trip is important. If the travel is not for a discretionary purpose (e.g., doctor visit, shopping for essential groceries/medication, etc.), the FN may be permitted to enter.</p> <p>If the trip is discretionary (eg. Hunting/fishing/sports, weekend trip, wedding, birthday party, etc.), the FN may not be permitted to enter.</p> <p>OIC 19</p>	<p>N/A- if FN not admitted</p> <p>If admitted - may break quarantine to leave Canada pursuant to section 8 of OIC 18.</p>
FN seeking to reach their U.S. community via Canada due to highway closures or natural disasters.	Non-discretionary	<p>Transiting through Canada for essential purposes – no optional or discretionary activities during their transit in Canada.</p> <p>OIC 19</p>	Required to quarantine but may break quarantine to leave Canada pursuant to section 8 of OIC 18 .
FN who seeks to travel through Canada according to U.S. community's evacuation plan. Some U.S. communities have evacuation plans that route through Canada.	Non-discretionary	<p>Transiting through Canada for essential purposes – no other optional or discretionary activities during their transit in Canada.</p> <p>OIC 19</p>	Required to quarantine but may break quarantine to leave Canada pursuant to section 8 of OIC 18 .
FN who receives pension payments from Canadian bank(s).	Non-discretionary	<p>Economic services– no stop-overs or dual purpose trips. Exemption only applies if they are solely visiting to pick up their cheque and immediately return home to the US.</p> <p>OIC 19</p>	Required to quarantine but may break quarantine to leave Canada pursuant to section 8 of OIC 18 .

FN seeking to enter to attend religious functions	Discretionary / Optional	Discretionary travel. If coming from the U.S., ss. 4(1) prohibition could apply – they cannot comply with obligation to quarantine for 14-days if they are entering for purpose of going to religious service to take place anytime before the 14-days are up. OIC 19 & OIC 17	N/A – not admitted
FN who is a Canadian veteran travelling to receive medical care services in Canada.	Non-discretionary	Health (immediate medical care) OIC 19 If from a country other than the U.S., traveller would need to qualify for an exemption under section 3(1) of OIC 13 in order to be permitted to travel to and enter Canada.	14 days Depending on nature and immediacy of treatment, exempt pursuant to section 6(i) of OIC 18 .
FN who orders non-essential goods to a PO box in Canada (example: clothing or electronics)	Discretionary / Optional	Discretionary or optional travel OIC 19	N/A – not admitted
FN coming to Canada to go shopping for new designer apparel.	Discretionary / Optional	Discretionary or optional travel OIC 19	N/A – not admitted
FN coming to Canada to go shopping for basic essentials (food, groceries, pharmacy, etc.)	Dependent on circumstances	Considered to be non-discretionary if there are no stores or no stores nearby (e.g. St. Pamphile, US) that have basic essentials (food, pharmacy or gasoline). If not required to cross the border to purchase basic essentials as they are available in close proximity in the U.S, the travel is discretionary. OIC 19	If admitted - exempt pursuant to section 6(e) of OIC 18 . N/A – if not admitted
FN who resides in Canada is refused entry to the US by US CBP	Non-discretionary	Returning to reside in Canada. OIC 19	If an immediate direct back from US border (e.g. car turned around), no 14 days required.

Note: the same scenario applies to Canadian citizens and permanent residents, except they enter by right and CBSA does not question the discretionary/non-discretionary nature of their travel.			If sufficient time elapsed, or person somehow spent time in the US, 14 days.
FN who does not reside in Canada is refused entry to the US by US CBP	Non-discretionary	The CBSA has no choice given that the person originated in Canada. <u>OIC 19</u>	14 days
FN and their immediate family members travelling to return to a diplomatic posting in Canada.	Non-discretionary	Returning to post so will be properly documented (passport with diplomatic acceptance, properly accredited). <u>OIC 19</u> If arriving from a country other than the U.S., they qualify for the exemption listed in section 3(1)(e) of <u>OIC 17</u> .	14 days
FN who is entering Canada to take up a new diplomatic posting in Canada and who holds a D-1 or O-1 visa; and their immediate family members	Non-discretionary	Arriving at post so will be properly documented (passport with valid D-1 or O-1 visa, confirmation from GAC Protocol of planned accreditation). <u>OIC 19</u> If arriving from a country other than the U.S., they qualify for the exemption listed in section 3(1)(w) of <u>OIC 17</u> .	14 days
FN travelling on a diplomatic passport to check on child at university in Canada.	Dependent on circumstances	Purpose of travel may be discretionary/optional. Consult with the Chief of Operations given diplomatic implications.	N/A- not admitted 14 days if admitted.
FN nanny travelling with, or joining, Canadian family Note: This example does not include those FN nannies who hold a work permit in Canada or whose habitual place of residence is in Canada. Those fall under other scenarios in this document.	Dependent on circumstances	The travel may be non-discretionary/optional if no other care options exist. This analysis may change if there are other options (other family members in Canada) available to assist. <u>OIC 19 & OIC 17</u> Note: The only way for this to apply to a foreign national arriving from a country other than the U.S. would be if the nanny is designated as a guardian or tutor. This would make the nanny fall under the “immediate family” definition. Otherwise, they would	14 days if admitted.

		not meet any OIC 17 exemptions and would not be permitted to travel to or enter Canada.	
FN emergency workers that serve cross-border communities.	Non-discretionary	Safety and security <u>OIC 19</u>	Exempt pursuant to section 6(g) of <u>OIC 18</u>
FN emergency workers in the US who need to transit Canada to get to another US location.	Non-discretionary	Safety and security <u>OIC 19</u>	Exempt pursuant to section 6(g) of <u>OIC 18</u>
FN employed by utility or other infrastructure company seeking to enter to maintain, service & repair infrastructure.	Non-discretionary	Critical Infrastructure Support <u>OIC 19</u>	Exempt pursuant to section 6(g) of <u>OIC 18</u>
FN essential workers (nurses, fire fighters, infrastructure maintenance crews, etc.) that live in one country and work in the other.	Non-discretionary Applies only when travelling to and from work.	Cross-border employment <u>OIC 19</u>	Exempt pursuant to section 3(e) and (g) of <u>OIC 18</u>
FN essential workers that live in one country and want to have dinner with friends in the other.	Discretionary / Optional	Optional or discretionary <u>OIC 19</u> & <u>OIC 17</u>	N/A – not admitted
FN who needs medical treatments that aren't available in the U.S.	Non-discretionary	The outcome may change depending on the availability of the particular medical service. For example, many hospitals and clinics have suspended all elective surgeries and other medical procedures. <u>OIC 19</u>	Depending on the treatment and its urgency, may qualify for exemption pursuant to section 6(1) of <u>OIC 18</u>
Akwesasne	Non-discretionary	If the FN is a registered Indian the prohibitions do not apply (<u>OIC 19</u> and <u>OIC 17</u>) Geographic inhibitor present which requires community to transit through the U.S. to get to Canadian essential services or functions	Exempt pursuant to section 6(m) or (n) of <u>OIC 18</u>
FN crewmembers arriving by air or land to join a vessel in Canada	Dependent on Circumstances	Generally considered non-discretionary. Entry as part of an employment agreement	Exempt pursuant to section 6 (a) of <u>OIC 18</u>

		Generally needs to be in close proximity to taking up duties as crew (ie, coming 4-6 weeks in advance would be problematic due to the entry having to be “only” for taking up duties as members of a crew).	
		<u>OIC 17</u>	
FN supernumeraries (not crew) who are coming to perform essential work on a vessel (e.g., engineers, pipe fitters, etc. but not including family members of crew)	Non-discretionary	Entry as part of an employment agreement <u>OIC 17</u> Note: There may be cases where authorized supernumeraries may enter Canada to join a vessel to perform work on the vessel. These technicians specified by a government, manufacturer, or the manufacturer warranty, as required to maintain or repair equipment necessary to support critical infrastructure (energy and utilities, information and communication technologies, finance, health, food, water, transportation, safety, government and manufacturing, e.g., superintendents sent by a shipping company, service engineers, etc.). Upon arriving at a POE, those who fall under the above categories, will not be prohibited from entering the country, provided that documentation related to the essential service is presented and verified by a BSO. These supernumeraries may enter and depart the vessel without the 14 day quarantine requirement, but must wear masks upon entry into Canada and while in transit to and from the vessel.	Exempt pursuant to section 6 (e) of <u>OIC 18</u>
FN professional commercial pilot or marine master hired to reposition a private aircraft or a private vessel to Canada	Non-discretionary	Entry as part of an employment agreement <u>OIC 17</u>	Exempt pursuant to section 6 (a) of <u>OIC 18</u>
FN who is an accredited professional pilot or a vessel master hired under contract by a commercial enterprise to move a commercially imported or exported aircraft or vessel to or from Canada.	Non-discretionary	<i>engaged in cross-border work</i> Entry as part of an employment agreement <u>OIC 17</u>	<i>Exempt pursuant to section 6 (a) of <u>OIC 18</u></i>
FN who is an accredited professional pilot or a vessel master hired under contract by a private person to move a privately-owned aircraft or vessel to or from Canada.	Non-discretionary	<i>engaged in cross-border work</i> Entry as part of an employment agreement <u>OIC 17</u>	<i>Exempt pursuant to section 6 (a) of <u>OIC 18</u></i>
FN private persons who wish to come to Canada to pick up their private vessels from storage/repair for export out of Canada	Discretionary / optional	Travel prohibited due to discretionary nature of travel.	N/A not admitted.

FNs entering by water for the purpose of proceeding from one place outside Canada to another place outside Canada. The transit must be direct, continuous and uninterrupted and by most direct and reasonable route.	Non-discretionary	<p>FNs are permitted to enter, without reporting to the CBSA. If during the transit the vessel requires refueling or reprovisioning, coming to a Canadian port is non-discretionary (essential for vessel safety) and they must report to the CBSA.</p> <p>Innocent passage, non-discretionary for transit purposes FNs must adhere to wearing a mask, physical distancing measures and must resume their trip as soon as possible</p>	Must quarantine; however, quarantine can be broken when leaving Canadian waters. In practice, they must maintain physical distancing to complete the necessary functions of refueling/reprovisioning (delivery services should be encouraged) and leave Canada as soon as possible. If exit is delayed, they must quarantine at a suitable location.
FN entering to facilitate personal importation of rescue animal/pet.	Discretionary / optional	<p>Travel prohibited due to discretionary nature of travel.</p> <p>Note: the prohibition applies to the people, not the goods. This means that it's not the importation of the pet that is discretionary but, rather, the travel of the person. The pet may still be imported through broker or other means.</p>	N/A not admitted.
FN entering to facilitate commercial importation of rescue animals/pets into Canada – no third party involved.	Dependent on circumstances	<p>Consider all factors. Travel generally considered non-discretionary if for the sole purpose the commercial traveller is coming to Canada is to import the animals.</p> <p>If seeking to come to Canada to import animals as well as other optional/discretionary travel, the traveller is prohibited. (e.g. using the importation of animals to come to Canada to go to cottage)</p> <p>Animals are considered goods, and commercial importation implies that it is part of normal business operations.</p>	<p>N/A – if FN not admitted.</p> <p>If FN admitted - Exempt pursuant to section 6 of OIC 18: s6(e) – Trade and Transport</p>
FN entering to facilitate commercial importation of rescue animals/pets into Canada using a paid 3rd party.	Non-discretionary	<p>Animals are considered goods.</p> <p>The third party foreign national is doing what they are paid to do and carrying out their employment function.</p>	<p>Exempt pursuant to section 6 of OIC 18:</p> <ul style="list-style-type: none"> • s6(a) - if aircrew involved; • s6(b) – if member of crew as per the IRPR <p>s6(e) – Trade and Transport</p>
Shared custody agreement across borders	Non-discretionary	Not discretionary/optional. Compliance with Court Order.	14 days

FN coming to Canada to be with CC/PR immediate family member for 15 days or more regardless of purpose of trip. (The can be travelling with the CC/PR or coming to join them)	***Not applicable***	Traveller exempt from purpose of travel test in accordance with subsection 3(2) of OIC 19 & subsection 3(4) of OIC 17	14 days
FN travelling with CC/PR immediate family member to spend 15 days or more at their summer home/ cottage.	***Not applicable***	Traveller exempt in accordance with subsection 3(2) OIC 19 & subsection 3(4) of OIC 17	14 days
FN immediate family member coming to Canada for a non-discretionary purpose of travel (regardless of duration or intent to remain with immediate family member)	Non-discretionary	Travel is non-discretionary.	14 days
FN parent coming to Canada for the birth of their own child (including surrogate parents)	Non-discretionary	Travel is non-discretionary.	14 days
FN seeking entry to support physical or mental health of Canadian Citizen (CC)/Permanent Resident (PR) or FN (WP/SP holder) immediate family member in Canada (high-risk pregnancy, essential medical care, etc.)	Dependent on Circumstances	May be considered not Discretionary/not Optional. All factors must be considered, including if the vulnerable person consents to having the family member quarantine with them.	14 days N/A if not admitted.
FN coming to be caregiver for CC/PR/FN (WP/SP holder) immediate family member (pregnancy, disabilities or elderly) for less than 15 days.	Dependent on Circumstances	May be considered not Discretionary/not Optional All factors must be considered, including if the vulnerable person consents to having the family member quarantine with them.	14 days if admitted. N/A if not admitted.
FN coming to Canada for compassionate visitation of immediate family member (i.e. imminent death or illness) less than 15 days.	Dependent on Circumstances	This travel may be considered discretionary. In exceptional circumstances, it may be non-discretionary/non-optional depending on the established relationship, however the traveller must quarantine for 14 days in a suitable location. All factors must be considered, such as: What is the relationship? Will they be able to visit the family member (ie is hospital allowing visitation?) Do they have a quarantine plan?	14 days if admitted. N/A if not admitted.

FN travelling to Canada for less than 15 days with CC/PR immediate family member for a non-discretionary purpose.	Non-discretionary	Travelling for a purpose that is non-discretionary.	14 days
FN travelling to Canada for less than 15 days with CC/PR immediate family member for the purpose of riding out COVID or social/recreational visit	Discretionary/Optional	Travel is for a purpose that is discretionary/optional and they do not meet the exemption in OIC 19 and OIC 17 .	N/A not admitted.
FN coming to Canada to reside/ stay with CC/PR immediate family member for a discretionary purpose for less than 15 days.	Discretionary/Optional	Purpose of trip is optional or discretionary.	N/A if not admitted.
FN travelling with CC/PR to spend the weekend/ less than 15 days at Canadian cottage/ summer home.	Discretionary/Optional	Purpose of trip is for optional or discretionary purpose. Subsection 3(1) OIC 19 & subsection 3(3) of OIC 17 While immediate family of a CC/PR, they are not coming to Canada for at least 15 days.	N/A not admitted.
FN coming to Canada to attend the funeral of CC/PR/TR on WP/SP immediate family member.	Dependant on circumstances	Generally will be discretionary or optional travel. The ability to attend the event and still comply with quarantine obligations would be difficult and most provinces have restrictions in place with respect to size of funerals. This would be in contravention of OIC 19 , ss. 4(1). With the above in mind, in exceptional circumstances, should the FN be able to demonstrate they are immediate family of the deceased, and have a plan in place to quarantine for 14 days in accordance with the requirements in OIC 18 prior to any event (in private or in public), the travel may be considered non-discretionary.	N/A not admitted.
FN coming to have dinner with spouse in Canada.	Discretionary/Optional	Purpose of trip is for optional or discretionary purpose. Subsection 3(1) OIC 19 & subsection 3(3) of OIC 17	N/A not admitted.

FN travelling for a social visit with Canadian immediate family member for less than 15 days.	Discretionary/Optional	Purpose of trip is for optional or discretionary purpose. Subsection 3(1) OIC 19 & subsection 3(3) of OIC 17	N/A not admitted.
Coming to visit Canadian spouse during their days off for less than 15 days.	Discretionary/Optional	Purpose of trip is for optional or discretionary purpose. Subsection 3(1) OIC 19 & subsection 3(3) of OIC 17 While immediate family of a CC/PR, they are not coming to Canada for a period of 15 days or more and are coming for a discretionary/optional purpose.	N/A not admitted.
FN seeking to establish themselves in Canada with an FN immediate family member who holds a status document, or approval for such document (Work Permit, Study Permit).	Dependent on Circumstances	This travel will usually be considered non-discretionary if seeking to establish themselves or family in Canada for an extended period. Note: the term “establish” does not imply permanency and is not necessarily tied to a FN’s immigration status in Canada. For example, a FN can “establish” themselves in Canada for a year on a visitor record while accompanying their spouse on a work permit / study permit. If coming for the mere purpose of riding out COVID, or social/recreational visit, to be considered as discretionary/ optional.	14 days
FN coming to be caregiver for non CC/PR immediate family member (pregnancy, disabilities or elderly)	Dependent on Circumstances	May be considered discretionary/optional travel. Not Discretionary/Not Optional if no other reasonable care option exist. All factors must be considered, including if the vulnerable person consents to having the family member quarantine with them.	14 days if admitted N/A if not
FN coming to be caregiver for FN immediate family member (pregnancy, disabilities or elderly) in Canada	Dependent on Circumstances	May be considered discretionary/optional travel. Not Discretionary/Not Optional if no other reasonable care option exist. All factors must be considered, including if the vulnerable person consents to having the family member quarantine with them.	14 days if admitted N/A if not

FN member of family of the above caregiver.	Dependent on Circumstances (e.g. minor)	<p>Though the caregiver's travel may be non-discretionary/optional, their accompanying family members' travel will almost always not be.</p> <p>All factors need to be considered. For example if family member is a minor with no alternate for care options for them, they may be permitted.</p> <p><u>OIC 19</u></p> <p>If coming from a country other than the U.S., OIC 17 does not permit these individuals to travel to Canada as there is no exemption for this travel. If encountered at the POE, unless the traveller falls under another exemption category, the traveller should not be permitted to enter Canada.</p>	<p>14 days if admitted</p> <p>N/A if not</p>
FN coming to Canada for compassionate visitation of CC/PR non-immediate family member (i.e. imminent death or illness).	Dependent on Circumstances	<p>This travel may be considered discretionary.</p> <p>In exceptional circumstances, it may be non-discretionary/non-optional depending on the established relationship, however the traveller must quarantine for 14 days in a suitable location.</p> <p>All factors must be considered, such as: What is the relationship? Will they be able to visit the family member (ie is hospital allowing visitation?) Do they have a quarantine plan?</p>	<p>14 days if admitted.</p> <p>N/A if not admitted.</p>
FN coming to Canada for compassionate visitation of immediate family member who is a TR with Status (i.e. imminent death or illness).	Dependent on Circumstances	<p>This travel may be considered discretionary.</p> <p>In exceptional circumstances, it may be non-discretionary/non-optional depending on the established relationship, however the traveller must quarantine for 14 days in a suitable location.</p> <p>All factors must be considered, such as: What is the relationship? Will they be able to visit the family member (ie is hospital allowing visitation?) Do they have a quarantine plan?</p>	<p>14 days if admitted.</p> <p>N/A if not admitted.</p>
FN Coming to Canada to attend funeral of CC/PR non-immediate family member.	Discretionary/Optional	<p>Considered to be discretionary or optional travel.</p> <p>The ability to attend the event and still comply with quarantine obligations would be difficult and most provinces have restrictions</p>	N/A not admitted.

		in place with respect to size of funerals. This would be in contravention of OIC 19 , ss. 4(1).	
FN travelling to stay with Canadian or another FN non-immediate family member (e.g. boyfriend/girlfriend who is not common law spouse) who resides in Canada on a status document (Work Permit, Study Permit).	Discretionary/Optional	This travel will usually be considered discretionary. If coming for the mere purpose of riding out COVID, or social/recreational visit, to be considered as discretionary/ optional.	N/A not admitted.
FN travelling for a social visit with another FN immediate family member who resides in Canada on a status document (Work Permit, Study Permit).	Discretionary/Optional	Considered to be discretionary or optional travel.	N/A not admitted.
USCPB Preclearance officer entering Canada to begin a deployment	Non-Discretionary	Essential Service Provider	Exempt pursuant to section 6(e) of OIC 18
USCBP Preclearance officer returning from medical exam related to his/her work-related health and fitness or required to maintain U.S. health insurance	Non-Discretionary	Essential Service Provider	Exempt pursuant to section 6(e) of OIC 18
USCBP Preclearance officer returning to Canada from work-related training/certification	Non-Discretionary	Essential Service Provider	Exempt pursuant to section 6(e) of OIC 18
USCBP Preclearance officer returning to Canada after elective/cosmetic surgery	Non-Discretionary	Returning to employment – Essential Service	14 days
USCBP Preclearance officer returning to Canada from 3 days off visiting friends	Non-discretionary	Returning to employment – Essential Service	14 days



Shift Briefing Bulletin

Subject:	Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States
Date:	March 26, 2020 (Version 5 – Updated July 30)

This bulletin applies to foreign nationals arriving in Canada from any country other than the United States (U.S.).

This prohibition does not apply to the following foreign nationals:

- A person registered as an Indian under the Indian Act;
- A protected person within the meaning of subsection 95(2) of the Immigration and Refugee Protection Act (IRPA); or
- a person who enters Canadian waters, including the inland waters, or the airspace over Canada on board a conveyance while proceeding directly from one place outside Canada to another place outside Canada on board the conveyance, as long as the person was continuously on board that conveyance while in Canada and, in the case of a conveyance other than an aircraft, the person did not land in Canada and the conveyance did not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law and, in the case of an aircraft, the conveyance did not land while in Canada.

The new Order in Council (colloquially referred to as OIC 20), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from any Country other than the United States), has been made pursuant to section 58 of the Quarantine Act. OIC 20 has effect for the period beginning on July 30, 2020 (11:59:59 PM) and ending on August 31, 2020 (11:59:59 PM). The Order repeals and replaces the Order in Council P.C. 2020-0523 (OIC 17).

Details:

An emergency order under s.58 of the Quarantine Act prohibits the entry of all foreign nationals arriving in Canada from a country other than the U.S. unless they are specifically exempted. In addition to meeting an exemption, the foreign national also must be coming to Canada for a non-optional or non-discretionary reason and must not have COVID-19 or be symptomatic for COVID-19. Any foreign national who is travelling for an optional or discretionary purpose, such as tourism, recreation or entertainment, or who is symptomatic for COVID-19, is prohibited from entering Canada.

Standard to be met for entry:

In order for a foreign national, who is not an immediate family member of a Canadian citizen or permanent resident, to enter Canada from a country other than the U.S.:

- **they must be asymptomatic for COVID-19; and**
- **their travel must not be optional or discretionary; and**
- **they must qualify for one (1) of the 23 exemptions outlined below.**



In order for a foreign national who is an immediate family member, of a Canadian citizen or permanent resident, to enter Canada from another country other than the U.S.:

- **they must be asymptomatic; and**
- **they must demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.**

or

- **they must be asymptomatic; and**
- **their entry is not for a purpose that is optional or discretionary.**

"Immediate family member" refers to a person's:

- a) spouse or common-law partner of the person;
- b) dependent child, as defined in section 2 of the Immigration and Refugee Protection Regulations (IRPR), of the person or of the person's spouse or common-law partner;
- c) dependent child, as defined in section 2 of the IRPR, of a dependent child referred to in paragraph (b);
- d) parent or step-parent of the person or of the person's spouse or common-law partner; or
- e) legal guardian [or tutor] of the person.

Note: When considering the application for entry by foreign nationals who meet all IRPA and OIC requirements, officers must not seek to apply a test of the "essential" nature of their work to Canada. For example, a foreign national who holds a valid work permit, and whose place of employment in Canada is open for business, does not have to prove that their work is an essential service. Border services officers (BSOs) must be careful not to introduce an additional layer to the standard for entry which is not specified in the OIC / SBB.

Exemptions:

- a) Immediate family members of a Canadian citizen or a permanent resident as defined in subsection 2(1) of the IRPA
- b) a person who is authorized, in writing, by an officer designated under subsection 6(1) of the IRPA to enter Canada for the purpose of reuniting immediate family members;
- c) a crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who seeks to enter Canada only to become such a crew member;
- d) a member of a crew as defined in subsection 3(1) of the IRPR or a person who seeks to enter Canada only to become such a member of a crew;
- e) a person who is exempt from the requirement to obtain a temporary resident visa under paragraph 190(2)(a) of the IRPR and the immediate family members of that person;
- f) a person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response;
- g) a person who arrives by any means of a conveyance operated by the Canadian Forces or the Department of National Defence;



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- h) a member of the Canadian Forces or a visiting force, as defined in section 2 of the Visiting Forces Act, and the immediate family members of that member;
- i) a French citizen who resides in Saint-Pierre-et-Miquelon and has been only in Saint-Pierre-et-Miquelon, the United States or Canada during the period of 14 days before the day on which they arrived in Canada;
- j) a person or any person in a class of persons who, as determined by the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act: does not pose a risk of significant harm to public health, or will provide an essential service while in Canada;
- k) a person or any person in a class of persons whose presence in Canada, as determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest.
- l) the holder of a valid work permit or a study permit as defined in section 2 of the IRPR;
- m) a person whose application for a work permit referred to in paragraph (l) was approved by IRCC and who has received written notice of the approval, but who has not yet been issued the permit;
- n) a person whose application for a study permit referred to in paragraph (l) was approved by IRCC, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet been issued the permit;
- o) a person permitted to work in Canada as a student in a health field under paragraph 186(p) of the IRPR;
- p) a person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the IRPR.
- q) a licensed health care professional with proof of employment in Canada;
- r) a person who seeks to enter Canada for the purpose of delivering, maintaining, or repairing medically-necessary equipment or devices;
- s) a person who seeks to enter Canada for the purpose of making medical deliveries of cells, blood and blood products, tissues, organs or other body parts, that are required for patient care in Canada during or within a reasonable period of time after the expiry of the Order;
- t) a person whose application for permanent residence was approved under the IRPA, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet become a permanent resident under that Act; or
- u) a worker in the marine transportation sector who is essential for the movement of goods by vessel, as defined in section 2 of the Canada Shipping Act, 2001, and who seeks to enter Canada for the purpose of performing their duties in that sector.
- v) a person who seeks to enter Canada to take up a post as a diplomat, consular officer, representative or official of a country other than Canada, of the United Nations or any of its agencies or of any intergovernmental organization of which Canada is a member, and the immediate family members of that person ;



- w) a person who arrives at a Canadian airport aboard a commercial passenger conveyance and who is transiting to a country other than Canada and remains in a sterile transit area within the meaning of section 2 of the IRPR;

NOTE: Although in many cases the exemptions will effectively mean that the purpose of the foreign national's entry is non-optional and non-discretionary, being a member of one of the categories is not, of itself, sufficient to permit entry. The requirement that the purpose of the foreign national's entry be non-optional or non-discretionary still must be considered.

Optional or Discretionary Purpose of Travel

A foreign national is prohibited from entering Canada if the purpose of their trip is optional or discretionary, such as tourism, recreation or entertainment.

In accordance with subsection 3(4) of [OIC 20](#) immediate family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:

- the foreign national intends to enter to be with their immediate family member who is a Canadian citizen or a permanent resident; and
- can demonstrate the intent to stay in Canada for a period of at least 15 days.

The purpose of travel for immediate family members of Canadian citizens and permanent residents of Canada is irrelevant as long they are entering to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days.

When processing a foreign national immediate family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria in ss. 3(4) set out above, or is not able to demonstrate it, the BSO is to consider the purpose of travel and all relevant information. In other words, entry may still be permitted if they can establish the purpose for entry is not optional or discretionary.

Consult [Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel\)](#) and [Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine\)](#) for more information.

Actions required by BSOs:

In many cases, travellers who are prohibited from entering Canada pursuant to the Quarantine Act emergency order will not be permitted by the air carrier to board a flight destined to Canada. The CBSA's Liaison Officer Network and the Air Carrier Support Centre provide carriers with guidance on the application of the prohibition abroad.

At the port of entry (POE), the BSO must first determine whether or not the traveller is displaying any COVID-19 symptoms.

Symptomatic travellers:

Regardless of the purpose of trip or exemption, the BSO is to follow the process for symptomatic travellers as outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).



The BSO is to issue a PHAC mask kit to the traveller, ask the traveller to wear the surgical mask contained in the kit, and make a mandatory referral for the traveller to report to a quarantine officer (QO) for further questioning. BSOs are to follow the directions of the PHAC QO once they have made the referral.

If the QO orders a foreign national to isolate or quarantine, the BSO will defer the examination in accordance with section 23 of IRPA for the duration of the quarantine or isolation period and until such time as the person is cleared by the PHAC QO. Admissibility concerns are paused during this period in order to prioritize public health considerations. Upon being cleared by the PHAC QO, the foreign national should return to the POE to continue their examination and the BSO will, at that time, make an admissibility decision.

If the PHAC QO clears the traveller and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:

- Foreign nationals whose entry is for a non-discretionary purpose and meet an exemption – Absent any admissibility concerns, the BSO will allow the traveller to enter Canada.
- Foreign nationals whose entry is for an optional or discretionary purpose OR who do not meet an exemption – Traveller will be allowed to leave Canada as per the process for asymptomatic passengers who are subject to the prohibition outlined below.

PHAC will provide support and guidance where required. BSOs will seek guidance from their superintendent, as needed.

Asymptomatic foreign nationals who arrive at the POE and meet an exemption

A BSO will establish the purpose of the entry at the first point of contact with a traveller – at a primary inspection line (PIL) booth, NEXUS triage or at podium/triage position for kiosk enabled airports.

Air Mode: The BSO will mark the answers on the back of the kiosk receipt or the E311, CBSA Declaration Card.

Marine or ferry: If applicable, and the traveller is being referred to secondary, the PIL BSO will mark the answers on the back of the E67 (BSF235), Secondary Referral form or the E311, CBSA Declaration Card.

In all modes, BSOs are expected to use the following coding:

- Type of Travel: Discretionary "Disc". If non-Discretionary or qualify for the Immediate Family Exemption - leave blank.

Foreign nationals whose purpose for entry is non-discretionary, or who are immediate family members of a Canadian citizen or permanent resident and intend to remain in Canada for 15 days or more, are to be processed in accordance with existing enhanced screening measures as outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

Travellers who meet an exemption but whose entry is for an optional or discretionary purpose will be treated according to the process outlined below.

Asymptomatic foreign nationals who arrive at the POE and do not meet an exemption

For asymptomatic foreign nationals who do not meet an exemption listed above, BSOs will explain that they are subject to the prohibition and not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order.



The BSO is to offer the traveller the option of withdrawing their application to enter Canada. Should the traveller withdraw their application to enter Canada, the BSO shall allow them to do so in accordance section 42 of the IRPR. The most appropriate allegation in this case is 41(a), 20(1)(b) – foreign national will not leave Canada by the end of the period authorized for their stay.

Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, the BSO is to advise them they are subject to the prohibition on entry, and that it is an offence under section 71 of the Quarantine Act which carries a maximum punishment of up to \$750,000 or a term of imprisonment of six months or both and they **may** be arrested. The officer will then offer to the traveller to withdraw their application a second time.

Should the traveller still not wish to withdraw their application, the BSO is to inform the traveller that if they continue to refuse they will be arrested. The officer will then offer to the traveller to withdraw their application a third and final time.

Should the traveller still not wish to withdraw their application, the BSO will arrest the traveller under s.163.5 of the Customs Act for committing an offence under s.71 of the Quarantine Act – failing to comply with the emergency order for prohibitions on entry. The BSO will then refer the case to the police force of jurisdiction. All CBSA procedures and policies for arrest and detention must be followed.

Should the police force of jurisdiction elect not to attend, and no other inadmissibilities apply, the traveller is to be released.

Arresting a person under s.71 of the Quarantine Act is not an offence for which BSOs can apply 36(2)(d) of IRPA. Travellers so arrested, and who are not charged by the police force of jurisdiction, cannot be found inadmissible for committing an offence on entering Canada.

Note: BSOs should use their 163.5 Customs Act authority to arrest for Quarantine Act matters only with respect to an offence under s.71 of the Quarantine Act for failing to comply with the emergency order prohibitions on entry. For other instances of non-compliance with the Quarantine Act, including a refusal to comply with reasonable measures a BSO may impose under ss. 15(3) in their capacity as a screening officer, BSOs should seek assistance from police of jurisdiction in accordance with s.18 of the Quarantine Act.

For more information please consult the Operational Bulletin titled [Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#).

Actions required by BSOs working at the Telephone Reporting Center (TRC) and BSOs and superintendents working at verification offices:

Consult shift briefing bulletin [2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#).

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application under the appropriate headings. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: [2020-HQ-AC-02-08-B Reporting – COVID-19](#) for reporting instructions and more information.



Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

- [Annex A: Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel](#)
- [Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation](#)
- [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#)
- [2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection \(Compliance and Monitoring\)](#)
- [2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#)
- [Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic 2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States](#)
- [OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry](#)
- [OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.](#)
- [Quarantine Standard Operating Procedures](#)
- [2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada \(PHAC\)'s Quarantine Services: New PHAC Notification Procedures](#)
- [Job aid: Role of the BSO \(screening officer\)](#)
- [2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#)
- [2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus \(2019-nCoV\)](#)

Issued by: Coronavirus Task Force



Shift Briefing Bulletin

Subject :	Temperature Screening (Vancouver International Airport, Calgary International Airport, Toronto Pearson International Airport and Montreal Pierre Elliott Trudeau Airport)
Date :	July 30, 2020 12:00PM (Eastern Time)

Details:

Transport Canada (TC) has issued an Interim Order (IO) that requires all individuals, including staff and officers, accessing the restricted/secured area at the airport be temperature screened prior to entering, starting July 30, 2020, at 12:00PM Eastern Time.

The IO is applicable to the four major airports:

- Vancouver International Airport
- Calgary International Airport
- Pearson International Airport
- Pierre Elliott Trudeau International Airport

Actions required by CBSA staff (including BSOs, Management, Intelligence Officers, etc.):

All CBSA staff required to access the restricted area must undergo temperature screening performed by the Canadian Air Transport Security Authority (CATSA) at the primary security line (PSL), using technology approved by Transport Canada.

If you have a temperature reading of 38°C or greater and do not have a medical certificate to explain a medical or physical condition that would result in an elevated temperature, you will be requested to wait a ten minute rest period and have a second temperature screening administered.

If you have a temperature reading of 38°C or higher after the second temperature screening, you will be denied access to the restricted area.

If you are denied access to the restricted area due to a high temperature screening, CATSA will advise the Airport Authority who will suspend your restricted access card (RAIC) for 14 days. The RAIC remains in your possession.

You **must** advise your superintendent, chief or manager immediately.

You will then be asked to:

- Go immediately to a place where you can quarantine for 14-days, and use private transportation such as a personal vehicle;
- Practice physical distancing by staying 2 metres (2 arm lengths) away from others;
- Practice frequent hygiene, including proper hand washing and coughing and sneezing into the elbow or tissue; and
- Wear a face covering/mask to protect others.



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As per the IO issued by Transport Canada, in order to return to work prior to the 14 days, you will need to provide your management a medical certificate stating that you do not have COVID-19 and do not have a fever or that your fever is as a result of medical or physical condition that would/may result in an elevated temperature.

Important: CBSA staff requested to return home due to a high temperature reading use leave code 6912. If you have a positive COVID-19 test, you are to use leave code 6911.

Actions required by CBSA management:

CBSA Management must ensure that staff are temperature screened as per the IO protocol established by Transport Canada. If an employee is denied access to the restricted area as a result of a high temperature reading, you are required to follow CBSA protocol of ensuring that the staff member returns home and follows guidance of the Public Health Agency of Canada.

As per the IO, a CBSA staff member who was determined to have a temperature of 38 degrees or higher on the second reading, is not able to provide a medical note, and has had their access (RAIC) suspended cannot report to work for the 14 day period. The only way for staff to return to work before the completion of the 14 days, is to provide a medical certificate. The medical certificate must state that the employee does not have COVID-19 and does not have a fever, or that the fever is as a result of medical or physical condition that would result in an elevated temperature not related to COVID-19.

Important: CBSA management must then notify the appropriate authorities at the airport that the employee is in possession of a medical note, or that the 14 day period is completed, and ensure that access is re-activated within 24 hours of that notification.

Leave Code: CBSA staff requested to return home due to a high temperature reading use leave code 6912. If the staff member has a positive COVID-19 test, the staff member is to use leave code 6911.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox:

CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

[Interim Order Respecting Certain Requirements for Civil Aviation Due to COVID-19, No. 4](#)

Issued by:

Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	COVID-19 – Non-Commercial Travellers Seeking Entry to transit to or from Alaska
Date:	July 31, 2020

Details:

The purpose of this bulletin is to outline new procedures for processing **non-commercial** travellers whose stated purpose of travel to Canada is to transit to or from Alaska.

Non-commercial travellers who seek to enter Canada for the purpose of transiting Canada to Alaska must provide a non-optional or non-discretionary reason to be authorized entry to Canada. Travel for discretionary/optional purposes is prohibited.

In addition, all non-commercial travellers who are authorized entry to Canada to transit to Alaska, should be documented on a Visitor's Record (VR) with specific conditions under the *Immigration and Refugee Protection Regulations* (IRPR) and the *Quarantine Act* (QA).

Travellers seeking entry by land

Non-Commercial travellers arriving by land should only be admitted into Canada at one of the identified ports of entry (POE). The travellers must take the most direct routing to Alaska and minimize their time in Canada.

The land POEs identified to accept non-commercial travellers for the purpose of transiting to Alaska on the southern border are:

- North Portal (PRA - SK)
- Coutts (PRA - AB)
- Abbotsford-Huntingdon (PAC – B.C)
- Kingsgate (PAC – B.C)
- Osoyoos (PAC – B.C)

Note: The POEs were selected in collaboration with Regional Management based on transit volumes and capacity.

Important: Entry to Canada from Alaska on the northern border is not limited to designated POEs. Travellers may enter at any POE. Officer should follow the direction given under "*If the BSO is working at PIL at one of the designated POEs or an air port of entry*"

Important: **This does not apply to commercial drivers transporting commercial goods through Canada.** There is no change in the way commercial transporters are processed in regard to Alaska transit.

Note: In accordance with the OIC, and based on the current application of the purpose of travel test, and emphasis on direct transit, it is reasonable for BSOs to deny entry into Canada on the premise that a foreign national's purpose of travel is discretionary/optional when seeking to enter Canada at one of the non-identified POEs and issue them with a direct back. It is within a BSO's authority to only permit entry at the identified POEs for purposes of direct transit to Alaska to minimize the duration of time that transiting foreign nationals will be present in Canada. For additional details on the issuance of Direct Back, BSOs should refer to Operational Bulletin OBO-2020-021 "Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic"



Travellers seeking entry by Air

In cases where a traveller arrives by air with the intention to transit to Alaska, the BSO should follow the instructions within the section titled "*If the BSO is working at PIL at one of the designated POEs or an air port of entry*".

It is not necessary to document pilots who are flying/transiting through Canada to Alaska and are required to make technical stop landings. There is no change in the way these travellers are processed.

Process at the POE:

Border Services Officers (BSO) should complete a Three Step approach to Foreign Nationals (FN) wishing to transit.

1. Determine purpose of travel is non-optional or non-discretionary
2. Issue a VR with conditions
3. Enter a Lookout

Actions required by BSOs at PIL:

Determination of Purpose of Travel

If the BSO is NOT working at one of the identified POEs:

The BSO should consider their travel to be discretionary/optional regardless of the purpose of travel.

The BSO is to advise the traveller that this is not a POE that is identified to process foreign nationals in transit to Alaska.

The BSO is then to advise the traveller that they are prohibited from entering at that POE for the purpose of transiting to Alaska.

The BSO will provide the traveller the name of the nearest identified POE where the traveller may be able to seek entry into Canada for the purpose of transiting to Alaska.

The traveller will be refused entry into Canada under the OIC and directed back to the U.S. under R41(d) of the IRPR.

If the BSO is working at PIL at one of the designated POEs or an air port of entry:

When processing such travellers, FNs must demonstrate that their purpose of travel is not for optional or discretionary purposes. Entry to transit Canada is not, in and of itself, automatically considered non-discretionary. BSOs should use rigor start from the position that their travel will generally be considered discretionary/optional.

A greater onus is placed on non-commercial travellers to be better provisioned before they are allowed entry to ensure they make fewer stops. Traveller who enter by air are expected to follow normal quarantine procedures and make use of food delivery to obtain provisions for their transit.

1. Determine the purpose of the traveller's trip. Some examples of non-discretionary travel to Alaska may include:
 - Travelling to Alaska to begin a new job/move to or from Alaska for the first time.
 - Returning to their primary residence in Alaska



- Returning to their employment in Alaska

Some examples of discretionary travel may include:

- Going trophy hunting in Alaska
- Going to their secondary residence in Alaska
- Going to visit family/friends in Alaska

2. If the purpose of travel is determined to be non-optional or non-discretionary, the traveller will be directed to Immigration Secondary for a secondary immigration examination to determine whether issuing a VR is warranted to exercise some measure of control over the traveller, with specific conditions.

Actions required by BSOs at Secondary

Conditions on the Visitor's Record (VR):

For all non-commercial travellers who are travelling to Canada for a non-optional purpose should be issued a Visitor's Record with conditions. The purpose of this is to allow better tracking and compliance monitoring. As well, this will allow responding police agencies who may encounter the traveller in transit to know what conditions have been placed on the traveller.

The BSO should ensure the following conditions appear on the VR:

Standard Conditions on Visitor Record (generated by GCMS)

1. Unless authorized, prohibited from engaging in employment;
2. Unless authorized, prohibited from attending any educational institution;
3. Must leave Canada by [enter date];
4. Must comply with all requirements imposed on them by an order or regulation made under the Emergencies Act or the Quarantine Act.

Specific Conditions to appear on the VR

MUST SURRENDER THIS DOCUMENT TO CBSA ON EXIT. UNDER QA 15(3) MUST TRANSIT BY THE MOST DIRECT ROUTE AND EXIT CANADA AT [POE] BY [date].

Important:

In addition to including the conditions under the *Quarantine Act*, the BSO is to read the following statement to the traveller:

Conditions under the Quarantine Act may be enforced by the Public Health Agency of Canada, the Royal Canadian Mounted Police, or the local police of jurisdiction. In addition, any contraventions of the QA or an order made under it may constitute non-compliance with 183(1)(d) of the IRPR and may result in loss of status and removal from Canada.

It must be clear to the traveller that they may be subject to enforcement under the QA and IRPA if they do not comply with conditions. BSOs are not levying fines under the QA as this is not within our authority.

NOTE: To determine the length of stay in Canada, the BSO should use their discretion and balance the transit time between the known length of time to transit Canada and the traveller's stated length of transit time to ensure a reasonable time limit is imposed. The BSO should consider factors such as type of vehicle (motorhome vs car), road conditions, potential routing,



etc. For example, if you know it takes 3 days to transit from Osoyoos to Beaver Creek and the traveller states they need 10 days, the BSO must use good judgement to impose a reasonable time limit on the trip.

Note: For travellers transiting from Alaska to the southern border, the BSO should consider the travellers proposed port of exit, and if the time in Canada or distance is not comparable to one of the five designated ports of exit, work with the traveller to determine a suitable port of exit that minimizes the time in which the traveller is in Canada.

Be advised that if a traveller exits at a different port of entry than the one listed on their VR, the BSO on exit should inquire as to why. If it is a different POE on the northern border, there may be less cause for concern than if they exit at a POE on the southern border. This may indicate that instead of going to Alaska as stated on entry, they instead toured Canada. The BSO should use good judgement when determining if enforcement action for non-compliance with conditions (A41(a) +(R183(1)(d)) is warranted.

GCMS

Please visit the [GCMS Wiki](#) and [ENF 4](#) for information on completing a Visitor Record.

In addition to the conditions, in the GCMS exam notes, the BSO must note all relevant facts, including the purpose of travel and license plate and vehicle information. CBSA officers at the POE where the traveller reports to confirm their exit and surrender the document would be required to update GCMS to advise that there was confirmation of exit. The document should be scanned/emailed to the originating POE.

Hang Tags

Travellers documented on a VR will also be issued a vehicle 'hang tag' to be attached to their rear view mirror for the duration of the transit through Canada and returned with the VR when the traveller departs Canada.

BSOs will:

- circle the "X" which indicates in which direction the travellers are transiting (ie toward Alaska or toward the lower 48 states).
- indicate the date by which the travellers must exit Canada, corresponding with the date on the VR
- stamp the Hang Tag in the Upper left corner "stamp box"
- counsel the traveller that the hang tag must be displayed for the duration of their transit AND returned to CBSA with their Visitor Record when they depart Canada. The traveller should be advised to read the rear side of the hang tag to understand their obligations while in Canada.

Lookout

The BSO will create a temporary (7 day) lookout in ICES as described in the [Lookout Policy](#) and [Standard Operating Procedures](#) selecting the following categories:

- Caution "May Pose a Health Risk"
- Legislation "*Customs Act*"
- Lookout Type "Other Agencies or Other Government Department Requirement"

- Category "(3) Three"
- Reliability "Completely reliable and available for court"
- Source "CBSA – Port of Entry"

Additionally, the BSO is to select the "exit lookout" function. The BSO will be able to set conditions within the lookout to trigger notification upon exit of the lookout subject, and for the lookout to become inactive upon receipt of an exit record.

The BSO is to ensure the lookout includes the foreign nationals UCI and any other information required to be able to quickly identify the individual.

Lookout Narrative for FN transiting Canada:

The subject is transiting Canada to Alaska. The subject has been directed under the Quarantine Act to use the most direct route and to avoid all tourism activities and to avoid national parks and leisure sites to transit and leave Canada by [insert date].

Under the IRPA, the subject must depart Canada by [insert date] and has been advised to confirm departure from Canada.

Please take appropriate precautions. Please notify the BOC following completion of the examination. Please start each email subject line with "Alaska Transit" when sending a message to the BOC.

Immediately following the creation of the lookout, the BSO is to notify their Regional intelligence office and the Border Operations Centre by encrypted email at: [REDACTED] The email subject line should start with "Alaska Transit" and the body of the email:

- Name
- Date of birth
- ICES Lookout #
- Officer notes, including reason for issuance, if available

Important: Lookouts are to be entered on the same day, within a reasonable time of the travellers entry.

Actions Required by BSOs at the POE closest to the U.S. port of exit

As indicated above, the traveller must report to the nearest POE to the U.S. port of entry.

The BSO will accept the VR as proof of compliance and add notes in GCMS to indicate that the traveller has exited Canada.

The BSO should have the document be surrendered by the traveller and scanned/emailed to the originating POE.

Actions required by the BOC:

The BOC will notify the COVID-19 Border Task Force of the newly reported lookout or case of Alaska transit (within 72 hours).



Actions required by Regional Intelligence

Regional Intelligence will confirm and maintain the lookout with an initial validity period of the designated length of stay.

Regional Intelligence will forward all lookout information in regards to the conditions imposed under the *Quarantine Act* with PHAC (phac.isolation-isolement.aspc@canada.ca & phac.cns-snc.aspc@canada.ca) and the RCMP (RCMP_COVID19_Federal_Quarantine_Act_Enforcement@rcmp-grc.gc.ca).

Important: Only information related to the conditions imposed under the *Quarantine Act* are to be shared with PHAC and the RCMP. Any conditions imposed under IRPA are not to be shared.

Information sharing of customs information will be conducted under the authority of Customs Act 107(4)(e):

(4) An official may provide, allow to be provided or provide access to customs information if the information:

- (e) may reasonably be regarded as necessary solely for a purpose relating to the life, health or safety of an individual or to the environment in Canada or any other country

Personal information may be disclosed under the authority of the Privacy Act 8(2)(a):

(2) Subject to any other Act of Parliament, personal information under the control of a government institution may be disclosed:

- (a) for the purpose for which the information was obtained or compiled by the institution or for a use consistent with that purpose

The CBSA derives its authority to collect information on behalf of PHAC under its mandate at s.5(1) of the *CBSA Act*:

"The CBSA is responsible for providing "integrated border services that support national security or public safety priorities and facilitate the free flow of persons and goods"

Section 11(1) of the *Customs Act* compels every person upon arrival in Canada to present themselves to an officer and answer truthfully any questions asked by the officer in the performance of his or her duties under this or any other Act of Parliament.

Section 12 of the *Quarantine Act* compels every person who is subject to subsection 11(1) of the Customs Act and enters Canada to, immediately after entering, present themselves to a screening officer at the nearest entry point.

Inquiries:



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Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: cbsa.corona_virus_tf-gt_virus_corona.asfc@cbsa-asfc.gc.ca.

References:

- [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#)
- [2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection \(Compliance and Monitoring\)](#)
- [2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States](#)
- [2020-HQ-AC-03-26-B: Restricting the non-essential travel to Canada of U.S citizens and other foreign nationals arriving from the United States \(all modes\)](#)
- [Annex A: Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel](#)
- [Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation](#)

Handouts and Pamphlets

- [For travellers without symptoms returning to Canada](#)
- [How to quarantine \(self-isolate\) at home when you may have been exposed and have no symptoms](#)

Issued by: Coronavirus Task Force



OPERATIONAL BULLETIN: OBO-2020-032

TITLE: COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry.

Date of Issue: April 21, 2020	Mode(s): All	Target Audience: All officers administering and enforcing IRPA	Area of Interest: National
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Details:

These instructions are specific to direct back authorities for foreign nationals arriving from the United States who make a claim for refugee protection at designated air and marine ports of entry and for those who enter Canada between ports of entry.

The new Order in Council (colloquially referred to as **OIC-21**), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States), has been made pursuant to section 58 of the Quarantine Act.

This Order in Council has effect for the period beginning on **August 20, 2020** (23:59:59 p.m.) and ending on **September 21, 2020** (23:59:59 p.m.).

This new Order in Council (**OIC21**) replicates the same provisions listed in **OIC19** in regards to who can make a claim for refugee protection.

Background

In order to enhance the authority of the Minister of Public Safety and Emergency Preparedness to respond to emergency situations that temporarily impact the border, a new provision for direct back under paragraph 41(d) of the IRPR has been enacted. This amendment enables an officer to direct back a foreign national prohibited pursuant to an emergency order or regulation made under the *Quarantine Act* or the *Emergencies Act*.

OIC 21 creates exceptions to the general prohibition on entering Canada for the purpose of making a claim for refugee protection. More specifically, the new OIC provides that a foreign national is prohibited from entering Canada for the purpose of making a claim for refugee protection unless the foreign national:

- seeks to enter Canada at a land and rail port of entry designated by the

Minister of Public Safety and Emergency Preparedness under section 26 of the Immigration and Refugee Protection Regulations; and

- is a person referred to in section 159.2, 159.5 or 159.6 of the Immigration and Refugee Protection Regulations; or
- is a citizen of the United States;
- seeks to enter Canada other than at a land or rail port of entry and is a person who is a citizen of the United States, a stateless habitual resident of the United States or an unaccompanied, unmarried minor without a parent or legal guardian in the US; or
- is a person whose presence in Canada is determined by the Minister of Public Safety and Emergency Preparedness or the Minister of Citizenship and Immigration to be in the national or public interest, while recognizing the paramount public health interests of Canada and Canadians.
 - More specifically, the Ministers exempt the following persons from the application of the OIC:
 - Foreign Nationals who make a claim for refugee protection at an air or marine port of entry and cannot be immediately directed back to the U.S..
 - Foreign Nationals who may be subject to the death penalty in any country.

Please refer to the notification process below for further case processing instructions.

Actions required by officers and Minister's Delegates (MDs) administering and enforcing the IRPA:

For all direct backs of foreign nationals making a claim for refugee protection at a designated POE (air or marine mode) or in-between the POEs, officers will be responsible to initiate and complete the following:

- Conduct queries in all applicable systems per existing procedures;
- Exam and Ref-Clm creation for quick intake in the Global Case Management System (GCMS);
- Collection of biometrics;
- BSF 505 – Direction to Return to USA and the officer will select "You are prohibited from entering Canada by an order or regulation made by the Governor in Council under the *Emergencies Act* or the *Quarantine Act*" on the form.
- Update the direct back screen in GCMS selecting the option "R41(d) – Emerg/Quarant Act" ;

- Notice to Transporter (BSF 502), as applicable;
- Notification of the direct-back to the USCBP using established local procedures;
- Detailed notes in the examination tab of GCMS; notes must indicate the POE or irregular crossing of arrival. This will allow the officers responsible for the resumption of processing to understand what method of processing applies. Ports of Entry must maintain a list of all direct backs; the list should reflect the information in the Direct Back screen in GCMS and include the UCI, client's status in the U.S., name(s) and current contact information (telephone number and/or email address) for each claimant.

Exception: A direct back should not be issued to FNs who are symptomatic and who arrive from the U.S. via commercial or public conveyance (air or marine mode). Those individuals should be directed to isolate and/or referred to PHAC (depending on the severity of their symptoms and whether there are concerns about their ability to isolate themselves). This does not apply to FNs who arrive from the U.S. in a personal conveyance (i.e., would not pose a risk to other travellers) - they can be directed back to the U.S.

Foreign Nationals who are able to enter to make a refugee claim as per subsection 5(1) or 5(2) of the OIC, can enter even if they are symptomatic and will need to be referred to the PHAC Quarantine officers regardless of mode or location of entry.

Claims for refugee protection will be subject to the following intake process:

1. Determine if the foreign national is symptomatic or asymptomatic as per the following instructions:
 - COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)
2. Perform Secondary Examination
 - Determine if they meet an exemption to the OIC and are permitted to make a claim;
 - Conduct queries in all applicable systems per existing procedures;
 - Initiate Refugee Claim in GCMS;
 - Collect biometrics;
 - Conduct a Preliminary Risk Assessment in order to assess eligibility and once the eligibility assessment is made the following outcomes will occur:

Claim assessed - Low Risk Case:

- i. The processing of FNs seeking entry from the U.S. who make a claim for refugee protection and are assessed to be 'low risk' and appear to meet an exemption or exception to the STCA.
- ii. Once the acknowledgement of claim process is completed, the claimant is permitted entry for further examination to complete the refugee intake processing (BSF536).

Claim assessed - High Risk/Complex Case:

- i. Completion by CBSA at the POE or other CBSA location once the acknowledgement of claim process is completed in consideration of appropriate conditions to ensure compliance;
- ii. Arrest and/or detention (A55) considerations are to be made using the Temporary Measures to Guide Decisions to Detain and Consideration of Alternatives to Detention.

Note: POE's are responsible for the resumption of claim processing as per regional procedures/processing models. Should a claimant request processing at another CBSA location, it is the responsibility of the initial POE to coordinate the resumption of processing with the claimants preferred processing location.

Should a POE decide to complete the refugee intake process at the time of arrival, all protocols to ensure the health and safety of officers and claimants must followed.

For claims assessed to be ineligible, removal orders will come into force as follows:

- i. **101(1)(e) STCA:** immediately [U.S. Removal - Air Mode R159.4(2)];
- ii. **Other grounds of ineligibility - non-STCA:** seven (7) days;
- iii. **101(1)(c.1):** seven (7) days with an expedited PRRA within 30 days by IRCC;
- iv. **101(1)(d):** seven (7) days with an expedited risk assessment for *non-refoulement* within 30 days; and
- v. **101(1)(f) cases:** suspend eligibility before referral to Refugee Protection Division to wait the outcome of an admissibility hearing or criminal court proceeding in Canada.

Note: Foreign Nationals determined ineligible under the STCA shall be ordered removed and returned to the U.S. immediately as per ss.48(2) of *IRPA*.

Subsequent Claims

POE's should not proceed with the processing of a subsequent claim for refugee protection. All foreign nationals with a pending in Canada claim for refugee protection and subsequently seek entry into Canada prior to the border measures being lifted should be directed back to the U.S..

Post Claim Processing Procedures

Foreign Nationals who are permitted to make a claim for refugee protection in Canada while the OIC is in effect are subject to the same requirements as all other travellers as described in OIC 21. Officers are required to follow the process as described at the following link:

[COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)](#)

Transfer to Receiving Organizations

Upon completion of port of entry processing, should an individual require transportation and/or accommodations the following departments should be contacted based on whether the individual(s) are asymptomatic or symptomatic.

Asymptomatic Travellers - Immigration, Refugees and Citizenship Canada

Geographic Area	Contact Name	Contact information (07:00 – 21:00)
Windsor & area		
Lacolle & area		
Lethbridge & area		
Winnipeg & area		
Surrey & area		
Niagara Falls & area		
All other areas or general inquiries		
After Hours Contact (21:00 – 07:00)		

Note: Should transportation and/or accommodations be required, POE's are requested to contact IRCC by providing the individuals GCMS UCI as early as possible in the process.

Symptomatic Travellers - Public Health Agency of Canada

PHAC Central Notification System
1-833-615-2384
phac.cns-snc.aspc@canada.ca

Notification Process

POEs are to notify CBSA Case Management of all foreign nationals who have made a claim for refugee protection including all those directed back or who qualify for an exception (STCA or under the *Quarantine Act* and the OIC). Case Management can be notified via email) with the following subject line: "COVID-19 Response – asylum claimant UCI:11-XXXX-XXXX". The email should also indicate whether the claimants current contact information (telephone number, address and/or email address) is on file for each claimant.

The above is in addition to any established regional notification processes.

Person(s) charged or convicted of an offence that is punishable by the death penalty

POEs must notify the Border Operations Centre immediately and prior to any decision or action is taken on a foreign national who has been charged with or convicted of an offence that is punishable by the death penalty, in the US or another country. The burden of proof is on the claimant to prove that they would be subject to the death penalty.

Return date for the direct back

Under general circumstances, direct backs normally include a specific date and time for the foreign national to return to the POE for further processing. For the duration of COVID-19 response, officers are required to provide the Asylum handout COVID19 to all foreign nationals seeking refugee protection who are directed back. Officers will instruct all refugee claimants directed back to refer to the CBSA website for up to date information on when they should return to Canada. It is important that refugee claimants directed back are clearly counselled that this does not mean that their refugee claim will not be heard but rather that it is only delayed until such time as the OIC is lifted. Once the OIC has been lifted, arrangements will be made for the resumption of the refugee claim examination.

For greater clarity, these regulatory amendments do not impact any of the currently available recourse mechanisms with respect to immigration enforcement. They also do not impact individuals already granted protected person status under subsection 95(2) of the IRPA and seeking to re-enter Canada.

U.S. Interceptions and/or Returns to Canada

All persons intercepted seeking entry into the U.S. at a place other than a POE will be returned to the closest CBSA port of entry. The CBSA port of entry must accept the return of the foreign national; a case-by-case assessment by an officer should be completed and all available officer options can be considered when accepting the return of the foreign national from U.S. authorities.

Note: Should the U.S. return a foreign national who subsequently makes a claim for refugee protection, the STCA ineligible provision would be applicable. Should the claim be deemed ineligible on the basis of the STCA and upon completion of the refugee processing, the foreign national should be removed to the U.S..

Once the border measures between Canada and the U.S. are lifted, the individual is to be contacted by U.S. authorities and advised to return to the U.S for further processing.

Under any circumstances, should the U.S. not agree to accept the return of the foreign national, Case Management should be notified via email (with the following subject line: "COVID-19 Response – asylum claimant UCI:11-XXXX-XXXX". Details as to why the U.S. will not accept the return of the individual should be provided.

Additional Information:

- Arrest and/or detention (A55) considerations are to be made using the Temporary Measures to Guide Decisions to Detain and Consideration of Alternatives to Detention
- For further instructions on symptomatic or asymptomatic foreign nationals, please refer to the shift briefing Restricting the non-essential travel to Canada of U.S. citizens and other foreign nationals arriving from the United States by land, rail, ferry and maritime
- Contact information for Public Health Agency of Canada Quarantine Operations Centres can be found in Appendix B (Quarantine Operations Centres) of Enforcement Manual 4 (Port of Entry Examination).
- Additional guidance on liaising with the Public Health Agency of Canada is found in the People Processing Manual, Part 8, Chapter 5.2
- Additional guidance on POE processing can be found in ENF4 manual
- Additional guidance on writing A44(1) reports and Minister's Delegate review under A44(2) can be found in ENF5 and ENF6 manual, respectively.
- Operational Bulletin: PRG-2015-34 - Transportation of Non-detained Persons in Agency Vehicles while Administering CBSA Program Legislation

Regional Management:

Regional supervisors and managers will ensure that the above instructions are implemented immediately, and will be responsible for regional best practices and for conducting quality assurance.

Contact Information:

Any questions regarding this bulletin should be directed to the following email address:

Border Services Officers: If you have any questions, please forward them through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Traveller Operations Division's generic inbox: [CBSA-ASFC Ops Travellers-Voyageurs](#)

Approved by:

John Ommanney, Director General
Travellers Branch

Christian Lorenz, Director General
Intelligence and Enforcement Branch

Effective Date:

Updated:

Additional bulletins:



OPERATIONAL BULLETIN: OBO-2020-033

TITLE: COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry

Date of Issue: April 21, 2020	Mode(s): Land and Rail	Target Audience: All officers administering and enforcing IRPA	Area of Interest: National
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Details:

These instructions are specific to foreign nationals who make a claim for refugee protection at a designated land or rail port of entry (POE). The Agreement between the Government of Canada and the Government of the United States of America for Cooperation in the Examination of Refugee Status Claims from Nationals of Third Countries [known as the Safe Third Country Agreement (STCA)] continues to apply at land and rail POEs for foreign nationals seeking entry to make claim for refugee protection in Canada. This is true whether the foreign national is asymptomatic or symptomatic for COVID-19.

Note: Foreign nationals who seek entry to Canada by land at a place other than an official port of entry, by air, or marine modes, generally remain prohibited. For further guidance and processing instructions for arrivals in these 3 modes please refer to Operational Bulletin: COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry.

Background

The new Order in Council (colloquially referred to as OIC-21), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States), has been made pursuant to section 58 of the Quarantine Act.

This Order in Council has effect for the period beginning on August 20, 2020 (23:59:59) and ending on September 21, 2020 (23:59:59).

This new Order in Council (OIC21) replicates the same provisions listed in OIC19 in regards to who can make a claim for refugee protection.

OIC 21 creates exceptions to the general prohibition on entering Canada for the purpose of making a claim for refugee protection. More specifically, the new OIC

provides that a foreign national is prohibited from entering Canada for the purpose of making a claim for refugee protection unless the foreign national:

- seeks to enter Canada at a land and rail port of entry designated by the Minister of Public Safety and Emergency Preparedness under section 26 of the Immigration and Refugee Protection Regulations; and
 - is a person referred to in section 159.2, 159.5 or 159.6 of the Immigration and Refugee Protection Regulations; or
 - is a citizen of the United States;
- seeks to enter Canada other than at a land or rail port of entry and is a person who is a citizen of the United States, a stateless habitual resident of the United States or an unaccompanied, unmarried minor without a parent or legal guardian in the US; or
- - is a person whose presence in Canada is determined by the Minister of Public Safety and Emergency Preparedness or the Minister of Citizenship and Immigration to be in the national or public interest, while recognizing the paramount public health interests of Canada and Canadians. **(Not currently applicable at Land and Rail Ports of Entry)**

Actions required by officers and Minister's Delegates (MDs) administering and enforcing the IRPA

Claims for refugee protection will be subject to the following intake process:

1. Determine if the foreign national is symptomatic or asymptomatic as per the following instructions:
 - COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)
2. Perform Secondary Examination
 - Determine if they meet an exemption to the OIC and are permitted to make a claim;
 - Conduct queries in all applicable systems per existing procedures;
 - Initiate Refugee Claim in GCMS;
 - Collect biometrics;
 - Conduct a Preliminary Risk Assessment in order to assess eligibility and once the eligibility assessment is made the following outcomes will occur:

Claim assessed - Low Risk Case:

- i. The processing of FNs seeking entry from the U.S. who make a claim for refugee protection and are assessed to be 'low risk' and appear to meet an exemption or exception to the STCA.
- ii. Once the acknowledgement of claim process is completed, the claimant is permitted entry for further examination to complete the refugee intake processing (BSF536).

Claim assessed - High Risk/Complex Case:

- i. Completion by CBSA at the POE or other CBSA location once the acknowledgement of claim process is completed in consideration of appropriate conditions to ensure compliance;
- ii. Arrest and/or detention (A55) considerations are to be made using the Temporary Measures to Guide Decisions to Detain and Consideration of Alternatives to Detention.

Note: POE's are responsible for the resumption of claim processing as per regional procedures/processing models. Should a claimant request processing at another CBSA location, it is the responsibility of the initial POE to coordinate the resumption of processing with the claimants preferred processing location.

Should a POE decide to complete the refugee intake process at the time of arrival, all protocols to ensure the health and safety of officers and claimants must followed.

For claims assessed to be ineligible, removal orders will come into force as follows:

- i. **101(1)(e) STCA:** immediately;
- ii. **Other grounds of ineligibility - non-STCA:** seven (7) days;
- iii. **101(1)(c.1):** seven (7) days with an expedited PRRA within 30 days by IRCC;
- iv. **101(1)(d):** seven (7) days with an expedited risk assessment for *non-refoulement* within 30 days; and
- v. **101(1)(f) cases:** suspend eligibility before referral to Refugee Protection Division to wait the outcome of an admissibility hearing or criminal court proceeding in Canada.

Note: Foreign Nationals determined ineligible under the STCA shall be ordered removed and returned to the U.S. immediately as per ss.48(2) of *IRPA*.

Subsequent Claims

POE's should not proceed with the processing of a subsequent claim for refugee protection. All foreign nationals with a pending in Canada claim for refugee protection and subsequently seek entry into Canada prior to the border measures being lifted should be directed back to the U.S..

Post Claim Processing Procedures

Foreign Nationals who are permitted to make a claim for refugee protection in Canada while the OIC is in effect are subject to the same requirements as all other travellers as described in **OIC 21**. Officers are required to follow the process as described at the following link:

[COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)](#)

Transfer to Receiving Organizations

Upon completion of port of entry processing, should an individual require transportation and/or accommodations the following departments should be contacted based on whether the individual(s) are asymptomatic or symptomatic.

Asymptomatic Travellers - Immigration, Refugees and Citizenship Canada

Geographic Area	Contact Name	Contact information (07:00 – 21:00)
Windsor & area		
Lacolle & area		
Lethbridge & area		
Winnipeg & area		
Surrey & area		
Niagara Falls & area		
All other areas or general inquiries		
After Hours Contact (21:00 – 07:00)		

Note: Should transportation and/or accommodations be required, POE's are requested to contact IRCC by providing the individuals GCMS UCI as early as possible in the process.

Symptomatic Travellers - Public Health Agency of Canada

PHAC Central Notification System
1-833-615-2384

phac.cns-snc.aspc@canada.ca

Notification Process

POEs are to notify CBSA Case Management of all foreign nationals who have made a claim for refugee protection including all those directed back or who qualify for an exception (STCA or under the *Quarantine Act* and the OIC). Case Management can be notified via email () with the following subject line: "COVID-19 Response – asylum claimant UCI:11-XXXX-XXXX". The email should also indicate whether the claimants current contact information (telephone number, address and/or email address) is on file for each claimant.

The above is in addition to any established regional notification processes.

Person(s) charged or convicted of an offence that is punishable by the death penalty

POEs must notify the Border Operations Centre immediately and prior to any decision or action is taken on a foreign national who has been charged with or convicted of an offence that is punishable by the death penalty, in the US or another country. The burden of proof is on the claimant to prove that they would be subject to the death penalty.

U.S. Interceptions and/or Returns to Canada

All persons intercepted seeking entry into the U.S. at a place other than a POE will be returned to the closest CBSA port of entry. The CBSA port of entry must accept the return of the foreign national; a case-by-case assessment by an officer should be completed and all available officer options can be considered when accepting the return of the foreign national from U.S. authorities.

Note: Should the U.S. return a foreign national who subsequently makes a claim for refugee protection, the STCA ineligible provision would be applicable. Should the claim be deemed ineligible on the basis of the STCA and upon completion of the refugee processing, the foreign national should be removed to the U.S..

Once the border measures between Canada and the U.S. are lifted, the individual is to be contacted by U.S. authorities and advised to return to the U.S for further processing.

Under any circumstances, should the U.S. not agree to accept the return of the foreign national. Case Management should be notified via email with the following subject line: "COVID-19 Response – asylum claimant UCI:11-XXXX-XXXX". Details as to why the U.S. will not accept the return of the individual should be provided.

Regional management

Regional supervisors and managers will ensure that the above instructions are implemented immediately, and will be responsible for regional best practices and for conducting quality assurance.

Resources:

For additional instructions on assessing asymptomatic and symptomatic travellers, and/or cases where no exemptions to the prohibition apply, please refer to OBO-2020-021 Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic and/or shift briefing bulletin 2020-HQ-AC-03-25-B COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)

Contact Information:

Any questions regarding this bulletin should be directed to the following email address:

Border Services Officers: If you have any questions, please forward them through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Traveller Operations Division's generic inbox: **ops_travellers-voyageurs@cbsa-asfc.gc.ca**.

Approved by:

**John Ommanney, Director General
Travellers Branch**

**Christian Lorenz, Director General
Intelligence and Enforcement Branch**

Effective Date:

Updated:

Additional bulletins:



Shift Briefing Bulletin

Subject:	Restricting entry of United States citizens and other foreign nationals into Canada from the U.S. (all modes)
Date:	March 26, 2020 (Version 7: updated August 20, 2020)

This shift briefing bulletin **only** applies to foreign nationals (including United States [U.S.] citizens) and must be read in conjunction with operational bulletin OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

The prohibitions on entry do not apply to the following foreign nationals:

- a person registered as an Indian under the Indian Act;
- a person who, determined by the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act, not to pose a risk of significant harm to public health;
- a protected person within the meaning of s.95(2) of the Immigration and Refugee Protection Act (IRPA);
- a person who enters Canadian waters, including the inland waters, or the airspace over Canada on board a conveyance while proceeding directly from one place outside Canada to another place outside Canada on board the conveyance, as long as the person was continuously on board that conveyance while in Canada and, in the case of a conveyance other than an aircraft, the person did not land in Canada and the conveyance did not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law and, in the case of an aircraft, the conveyance did not land while in Canada; or
- a person entering to make a refugee claim and will not be directed back under the operational bulletin – OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry or OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.

The new Order in Council (colloquially referred to as OIC-21), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States), has been made pursuant to section 58 of the Quarantine Act. OIC 21 has effect for the period beginning on August 20, 2020 (23:59:59) and ending on September 21, 2020 (23:59:59). The Order repeals and replaces the Order in Council P.C. 2020-0538 (OIC19).

Details:

As a result of the COVID-19 pandemic, Canada and the U.S. have restricted optional or discretionary travel across the Canada-U.S. border. In both countries, individuals are required to exercise caution by avoiding unnecessary contact with others (physical distancing).

Canada and the U.S. recognize the critical necessity to preserve supply chains between both countries. These supply chains ensure that food, fuel, and life-saving medicines reach people on both sides of the border. Supply chains will not be impacted by this new measure.

Standard to be met for entry:

In order for a U.S citizen or other foreign national, who is not an immediate family member of a Canadian citizen or permanent resident, to enter Canada from the U.S:



- 2 -

- **they must be asymptomatic; and**
- **their entry must not be for a purpose that is optional or discretionary; and**
- **they must be able to comply with the requirement to quarantine based on their purpose of travel and intended length of stay if required to do so.**

In order for a U.S citizen or other foreign national, who is an immediate family member of a Canadian citizen or permanent resident, to enter Canada from the U.S:

- **they must be asymptomatic; and**
- **they must demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.**

or

- **they must be asymptomatic;**
- **their entry is not for a purpose that is optional or discretionary; and**
- **they must be able to comply with the requirement to quarantine based on their purpose of travel and intended length of stay if required to do so.**

“Immediate family member” refers to the:

- a) spouse or common-law partner of the person;
- b) dependent child, as defined in section 2 of the Immigration and Refugee Protection Regulations, of the person or of the person’s spouse or common-law partner;
- c) dependent child, as defined in section 2 of the Immigration and Refugee Protection Regulations, of a dependent child referred to in paragraph (b);
- d) parent or step-parent of the person or of the person’s spouse or common-law partner; or
- e) legal guardian [or tutor] of the person.

Note: When considering the application for entry by foreign nationals who meet all IRPA and OIC requirements, officers must not seek to apply a test of the “essential” nature of their work in Canada. For example, a foreign national who holds a valid work permit, and whose place of employment in Canada is open for business, does not have to prove that their work is an essential service. Border services officer (BSO) must be careful not to introduce an additional layer to the standard for entry which is not specified in the OIC / SBB.

Application of Prohibition on Entry from the United States:

The BSO must first determine whether the traveller is displaying any COVID-19 symptoms. If no symptoms are present, the BSO will ask the traveller the purpose of their entry to Canada to determine if it is optional or discretionary in nature. The BSO should use additional discretionary questioning as required to help determine the purpose of the entry.

Optional or Discretionary Purpose of Travel

A foreign national is prohibited from entering Canada from the U.S. if the purpose of their trip is optional or discretionary, such as tourism, recreation or entertainment.

In accordance with section 3 (2) of OIC 21, immediate family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:



- the foreign national intends to enter to be with their immediate family member who is a Canadian citizen or a permanent resident; and
- can demonstrate the intent to stay in Canada for a period of at least 15 days.

The purpose of travel for immediate family members of Canadian citizens and permanent residents of Canada is irrelevant as long they are entering to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days.

When processing a foreign national immediate family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria in section 3(2) set out above, or is not able to demonstrate it, the BSO is to consider the purpose of travel and all relevant information. In other words, entry may still be permitted if they can establish the purpose for entry is not optional or discretionary.

Important: A foreign national immediate family member of a Canadian citizen or permanent resident who is asymptomatic and able to demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days, are no longer prohibited from entering Canada. This means that those who have been the subject of a Direct Back to the U.S. should not be issued a 44(1) report for returning to Canada before the travel restrictions are lifted. These travellers should be allowed into Canada, absent other IRPA inadmissibilities.

Consult [Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel\)](#) and [Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine\)](#) for more information.

Unable to comply with quarantine requirement based on purpose and duration of travel:

This applies to foreign nationals who are coming to Canada for non-discretionary travel and whose stated purpose or duration for travel would mean they are unable to comply with the requirement to quarantine for the 14 day period pursuant to OIC18, entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation), in effect until August 31, 2020.

If a foreign national meets all criteria to enter, and is able to comply with the 14 day mandatory quarantine period, but does not have a suitable quarantine accommodation, they are to be referred to the Public Health Agency of Canada (PHAC) in accordance with existing protocols outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

Note: A traveller does not need to remain in Canada to fulfill the 14 day quarantine requirement: a traveller can exit Canada before the 14 days ends. Consequently, travellers who seek entry to Canada en route to another U.S. destination will not have to complete 14 days of quarantine.

Actions required by BSOs:

Port of Entry (POE) Process for foreign nationals:

The BSO is to determine if the traveller is symptomatic or asymptomatic by asking the health screening symptoms based questions outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B](#)



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(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Air Mode: A BSO will establish the purpose of entry at the first point of contact with a traveller at a primary inspection line (PIL) booth, NEXUS triage or at podium/triage position for kiosk-enabled airports.

The BSO will mark the answers on the back of the kiosk receipt or the E311, CBSA Declaration Card.

Land, rail, marine or ferry: If applicable, and the traveller is being referred to secondary, the PIL BSO will mark the answers on the back of the E67 (BSF235), Secondary Referral form or E311, CBSA Declaration Card.

In all modes, BSOs are expected to use the following coding:

- Type of Travel: Discretionary "Disc". If non-Discretionary or qualify for the immediate family exemption - leave blank

If, based on the foreign national's purpose of trip and intended duration of stay, the BSO determines that they will not be able to comply with the mandatory 14 day quarantine period, the BSO will mark the answer as follows:

- Unable to meet quarantine requirement "Quarantine not possible" or if quarantine requirement can be met, leave blank.

If the traveller meets all of the requirements for entry under OIC 21, and no admissibility concerns exist, BSOs are to follow the process outlined in shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)), including providing the traveller the green handout, and asking all relevant questions related to their quarantine accommodations. If required, the traveller is to be referred to PHAC to determine a suitable quarantine location.

Asymptomatic

Travel is Non-Discretionary/Not Optional or traveller is an immediate family member of a Canadian citizen or permanent resident, and traveller meets all other criteria to enter Canada

These travellers are to be authorized entry into Canada as long as no other immigration concerns exist.

Follow all procedures outlined in shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Note: If a foreign national arrives at a POE from the U.S., and their purpose in Canada is considered non-discretionary, they should be allowed to apply for a work permit at the POE if required and permitted to do so under the IRPA.

Travel is optional or discretionary

Foreign nationals who seek entry for optional or discretionary reasons are to be advised that they are subject to the prohibition on entry and not allowed into Canada in accordance with OIC 21 and



are to be directed back to the U.S. as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR).

For more information please consult [OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#).

Foreign Nationals who are unable to meet quarantine requirement

A foreign national is prohibited from entering Canada from the U.S. if, based on the purpose of entry and intended length of their stay, they will not be able to comply with the requirement to quarantine.

This applies to foreign nationals who are coming to Canada for non-discretionary travel and are unable to comply with the requirement to quarantine for the 14 day period.

Note: If a foreign national meets the standard for entry, and is able to comply with the 14 day mandatory quarantine period, but does not have a suitable quarantine accommodation, they will be referred to PHAC in accordance with existing protocols outlined in shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

Symptomatic

Foreign nationals entering from the U.S who have COVID-19, or who have a combination of either a fever and cough; or a fever and breathing difficulties are prohibited from entering Canada even if they meet all other conditions for entry.

Private Conveyance (all purposes of travel)

If a traveller is symptomatic, BSOs are to determine if the traveller requires immediate medical attention. If the traveller requires immediate medical attention, the local emergency medical service is to be called. The BSO will defer the examination in accordance with section 23 of the IRPA until such time as the person is cleared by the PHAC quarantine officer (QO) or released from medical care. Entry pursuant to A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete examination once any period of self-isolation or treatment is complete. Once the foreign national becomes asymptomatic or no longer requires immediate medical care, the examination can resume and the office will determine admissibility based on existing processes.

A foreign national who does not require immediate medical attention is prohibited from entering Canada from the U.S. if they have COVID-19 or have signs and symptoms of COVID-19, including:

- a) a fever and cough; or
- b) a fever and breathing difficulties.

Foreign nationals who have a combination of either a fever and cough; or a fever and breathing difficulties will be advised that they are subject to the prohibition on entry in accordance with OIC [21](#). These foreign nationals will be directed back to the U.S.

For more information please consult [OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#).



Public Conveyance (all purposes of travel)

A foreign national who does not require immediate medical attention but responds "YES" to the enhanced screening question, is to be processed in accordance with existing enhanced screening measure procedures as per the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

The BSO is to issue a PHAC mask kit to the traveller, direct the traveller to wear the surgical mask contained in the kit, and make a mandatory referral for the traveller to report to a QO for further questioning. BSOs will follow standard procedures for contacting a PHAC QO through the PHAC Central Notification Service if no QO is on site. BSOs are to follow the directions of the PHAC QO once the QO completes a health assessment.

PHAC QO Orders Symptomatic Traveller to Isolate

If the QO orders the foreign national to isolate, the BSO will defer the examination in accordance with section 23 of the IRPA for the duration of the isolation period and until such time as the person is cleared by the PHAC QO. During this time, priority shall be given to public health and officer safety considerations, and steps to determine inadmissibility that would require interaction with the foreign national should be likewise deferred. A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete their examination once any period of isolation or treatment is complete. Once the foreign national becomes asymptomatic, the examination can resume and the office will determine admissibility based on existing processes: e.g., if they fall under one of the exemptions, they may be admitted if not, the officer will advise the foreign national that they cannot enter Canada due to the prohibition order and allow them the opportunity to withdraw the application to enter Canada. Please note that once A23 option has been used, the foreign national can no longer be given a Direct Back.

For more information please consult OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

PHAC QO Determines Traveller is not a Case of Concern During Processing at POE

If the PHAC QO clears the traveller at the POE and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:

- Foreign nationals whose entry is not prohibited under the Quarantine Act emergency order can be allowed to enter Canada, absent other admissibility concerns. BSOs are to follow the process outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)) and follow the direction of the PHAC QO.
- Foreign nationals whose entry is prohibited under OIC 21 will be subject to a Direct Back to the U.S.

PHAC will provide support and guidance where required. BSOs will seek guidance from their superintendent as needed.



Claims for Refugee Protection

- Claim for refugee protection at airports, marine ports and between ports of entry: Consult OBO- 2020-032 - COVID- 19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry.
- Claim for refugee protection at land ports of entry: Consult OBO- 2020-033 - COVID- 19 Response - Processing claims for refugee protection at a designated land or rail port of entry.

Actions required by BSOs working at the Telephone Reporting Center and BSOs and superintendents working at verification offices:

Consult shift briefing bulletin 2020-HQ-AC-05-15 COVID- 19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the POEs for the entire preceding 24 hours period (0000- 2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: 2020-HQ-AC-02-08-B Reporting – COVID- 19 for reporting instructions and more information.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona Virus TF-GT virus Corona.ASFC@cbsa-asfc.gc.ca.

References:

- Annex A: Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel
- Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation
- 2020-HQ-AC-03-25-B (COVID- 19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes))
- 2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection (Compliance and Monitoring)
- 2020-HQ-AC-05-15 COVID- 19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices
- Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID- 19 Pandemic 2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States
- OBO- 2020- 032 - COVID- 19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry or OBO- 2020- 033 - COVID- 19 Response - Processing claims for refugee protection at a designated land or rail port of entry.



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- Quarantine Standard Operating Procedures
- 2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures
- Job aid: Role of the BSO (screening officer)
- 2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus
- 2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus (2019-nCoV)

Issued by: Coronavirus Task Force



Shift Briefing Bulletin

Subject:	COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)
Date:	March 25, 2020 (Version 10 – updated August 24, 2020)

Details:

Travellers who appear ill, or confirm that they are ill or unwell, and have symptoms consistent with COVID-19 will be referred for further examination.

As screening officers under the *Quarantine Act*, border services officers (BSO) will visually inspect all travellers for signs of illness as they approach the primary inspection line (PIL) or disembark a conveyance and ask specific enhanced screening questions.

BSOs should remain vigilant with respect to travellers coming from countries and regions where significant numbers of confirmed cases exist. BSOs should use probing questions to establish whether or not a traveller may be ill, unwell or potentially transmitting COVID-19.

A referral to a quarantine officer (QO) may coincide with another referral, i.e., immigration, customs or food, plant or animal (FPA). In such a case, the QO referral will take precedence over the immigration, customs or FPA referral. Once cleared by the QO, the traveller will be processed for immigration, customs or FPA concerns in line with CBSA policy.

The new Order in Council (colloquially referred to as OIC 18), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation), No. 3, has been made pursuant to section 58 of the Quarantine Act. OIC 18 has effect for the period beginning on June 29, 2020 (11:59:59 PM) and ending on August 31, 2020 (11:59:59 PM). The Order repeals and replaces the Order in Council P.C. 2020-0260 (OIC 10) and Order in Council P.C. 2020-0468 (OIC 15).

Definitions

Isolation: Means separation of persons who have COVID-19 or who have signs and symptoms of COVID-19 from others in such a manner as to prevent the spread of the disease.

Quarantine: Means separation of persons from others in such a manner as to prevent the possible spread of disease.

Exempt persons: Refers to someone who falls under one of the classes of persons listed in section 6 OIC 18 and is entering Canada, or returning to Canada, for that purpose.

Vulnerable people: Refers to a person who:

- a) has an underlying medical condition that makes the person susceptible to complications relating to COVID-19;
- b) has a compromised immune system from a medical condition or treatment; or
- c) is 65 years of age or older.

Signs and symptoms of COVID-19: Include a fever and a cough or a fever and difficulty breathing.

Actions required by BSOs:

All Modes

All travellers are required to answer the following question:

Public Health Agency of Canada (PHAC) Q1: **“Do you currently have a cough, difficulty breathing, or feel you have a fever?”**



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Each traveller who is subject to mandatory quarantine or isolation requirements will be required to make the following declaration:

Declaration: **"I acknowledge that I/we must quarantine (if no symptoms) or isolate (if symptomatic) for 14 days to prevent the potential spread of COVID-19."**

When travellers are processed in person, the BSO will ask them if they currently have a cough, difficulty breathing, or feel that they have a fever and mark the answers on the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt with the appropriate code indicated below in the following fashion

- If **YES** to PHAC Q1 – QO - Sym
- If **NO** to PHAC Q1 - No code required.

The BSO will then ask the traveller to acknowledge that they are being directed to quarantine or isolate for the next 14 days to prevent the potential spread of COVID-19.

"YES" to PHAC screening question (Symptoms based)

For any traveller who responds **yes** to the PHAC question, the BSO will confirm with the traveller that they have a cough, difficulty breathing, and a fever.

If confirmed, the BSO will refer the traveller to a PHAC QO.

Note: In cases where a PHAC QO is not onsite, the BSOs will follow procedures for contacting the PHAC Notification Line contained on the Screening Officer Cue Cards, Shift Briefing Bulletin 2019-HQ-AC-05-15, and in the Quarantine Standard Operating Procedures.

The BSO will then follow the direction of the PHAC QO. Two scenarios may occur if the traveller is referred to the PHAC QO:

1. BSO to provide green handout, advise the traveller of their obligation to quarantine for 14 days (see below statement) and follow the process outlined in the section titled "'NO" to PHAC Screening Question (symptoms-based) – Not subject to quarantine exemption"; or
2. BSO to provide the red handout to the traveller, the How to Isolate at Home with COVID-19 fact sheet and direct the traveller to complete the PHAC Coronavirus Form (if not already completed).

Note: For all travellers who are found to be symptomatic by a PHAC QO and provided the red handout, the BSO is to send an encrypted email to the Border Operations Centre with the traveller's name, date of birth, email, phone number, address in Canada and how the traveller submitted their contact information (paper form, desktop application, ArriveCAN mobile application, or the online form). The BSO is also to include the POE, as well as the date and time of passage.

Important: It is possible that a traveller may respond in the negative to the question and yet exhibit symptoms of possible illness (e.g., coughing; sneezing; excessive sweating; etc.) or exhibit indicators that they are not being truthful with their answer. In such cases, the BSO will make a mandatory referral to a QO, and advise the QO of the signs of illness or indicators of deception.



"NO" to PHAC Screening Question (symptoms-based) – Not subject to quarantine exemption

Travellers not presenting symptoms and who answered NO to PHAC Q1 will be advised they are required to quarantine for 14 days, and are required to respond to additional "yes or no" questions to determine if the individual is able to quarantine themselves.

BSO to advise the traveller of the following:

- ***"The Government of Canada has implemented an Order requiring all persons entering Canada to quarantine for 14 days in order to limit the introduction and spread of COVID-19."***
- ***Failure to comply with this Order and other related measures are offences under the Quarantine Act. The maximum penalties are a fine of up to \$1,000,000 and/or imprisonment for three years.***
- ***In accordance with the Quarantine Act Section 58 Emergency Order, you are required to quarantine yourself for 14 days in order to limit the introduction and spread of COVID-19."***
- ***Finally, you are required to wear a non-medical mask or face covering while in transit to a place of quarantine or isolation, a health care facility or a place of departure from Canada, unless they are alone in a private vehicle."***

Following the statement, BSOs will either ask the traveller the additional quarantine based screening questions, or review their ArriveCAN submission. (See instructions below)

Travellers who do not exhibit symptoms or indicators of deception, and have a suitable quarantine accommodation, can be released after all of the customs and immigration processes are completed. These travellers must be provided with the Green Coronavirus Handout along with the How to Quarantine at Home (No Symptoms) fact sheet.

Important: In accordance with section 8 of OIC 18, a person who must quarantine themselves may leave Canada before the expiry of the 14-day quarantine period if they quarantine themselves until they depart from Canada. The OIC does not apply extraterritorially so as to impose obligations on persons outside of Canada.

A person who has entered Canada and is subject to mandatory quarantine under subsection 3(1) of OIC 18 may be permitted to leave and re-enter during the 14-day quarantine period provided:

- when leaving Canada, they continue to quarantine themselves until they depart from Canada;
- when leaving Canada, they wear a non-medical mask or face covering while going from their place of quarantine until they depart Canada (unless they are leaving in a private vehicle or the mask needs to be removed for safety or security reasons);
- when re-entering Canada, they answer all relevant questions asked by a BSO, provide any reasonably required information to a screening officer, quarantine officer, or other designated public health official; and
- when re-entering Canada, they wear a non-medical mask or face covering upon entry and while going from the entry point to their place of quarantine (unless it needs to be removed for safety or security reasons).



This means they would not be in contravention of the Order in Council upon seeking re-entry. The consequence of a traveller leaving and then re-entering within the 14-day period would be that the traveller's 14-day quarantine period will reset when they re-enter.

If ArriveCAN version 2 is NOT used by the Traveller

The BSO will ask the following questions as appropriate and make a referral to a QO if required:

PHAC Q2: Do you have accommodation where you can quarantine for 14 days?

- If **YES** – Proceed to next question.
- If **NO** – Referral to QO and provided green handout. (Referral code: QO – Accom)

PHAC Q3: Are there vulnerable people at the location where you plan to quarantine?

- If **YES** – Referral to QO and provided green handout. (Referral code: QO – Vul)
- If **NO** – Proceed to next question.

Note: Not applicable where the vulnerable person is a consenting adult or is the parent or minor in a parent-minor relationship.

PHAC Q4: Is your quarantine accommodation a group living environment (e.g. group home or senior residence) or does it currently house different families?

- If **YES** – Referral to QO and provided green handout. (Referral code: QO – MF)
- If **NO** – Proceed to next question.

PHAC Q5: Can you have food, medication or other necessities delivered to your accommodation while in quarantine?

- If **YES** – Traveller released with Green handout and the How to Quarantine at Home (No Symptoms) fact sheet.
- If **NO** – Referral to QO and provided green handout. (Referral code: QO – BN)

All travellers who do not have a suitable accommodation to quarantine will be provided the green PHAC handout and referred to a PHAC QO. The BSO will mark the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt with the appropriate code indicated above.

Cross-border Students

Canadian Citizens and PRs that resides in Canada and who cross the border on a daily basis to study in the U.S. are not exempt from the mandatory quarantine. However, they can break their quarantine to go to school. In addition to the green handout, the BSOs must provide these travellers with the handout from Public Health Agency of Canada available on this page: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-crossing-border-school-united-states.html>

If ArriveCAN version 2 is used by the Traveller

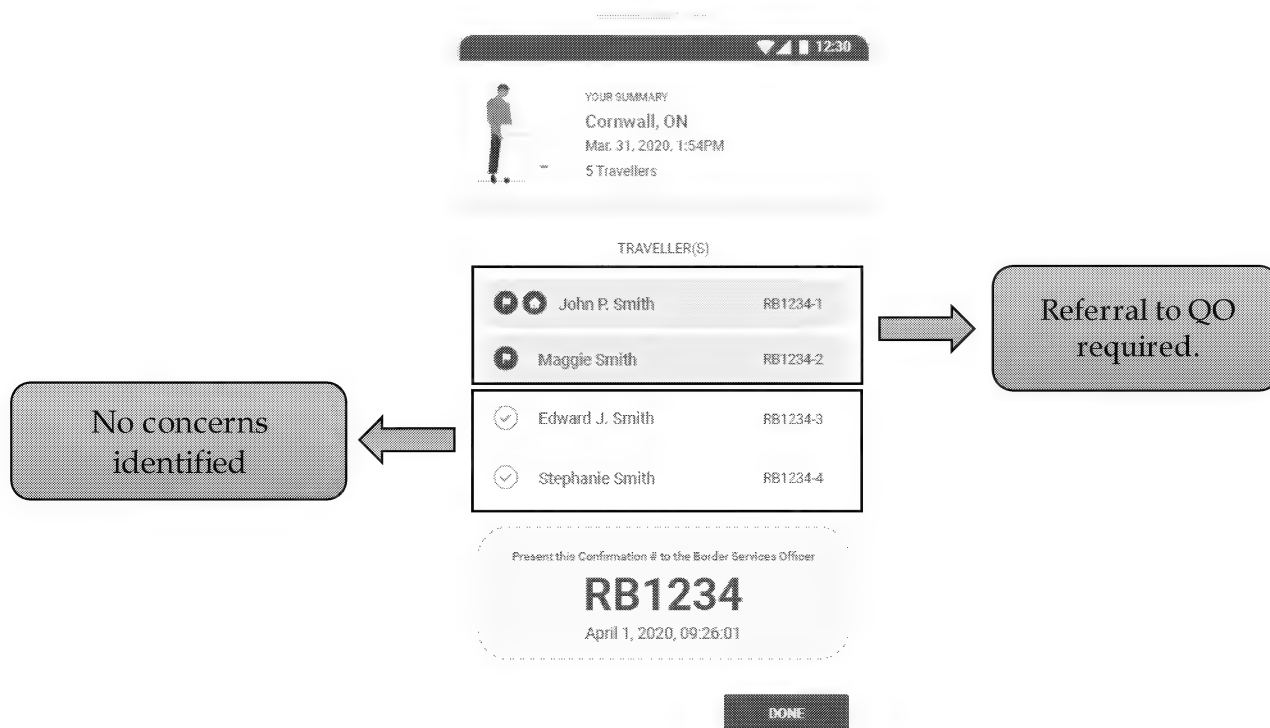
If the traveller uses ArriveCAN v2, the BSO is not required to ask the quarantine accommodation/plan questions as the traveller will have already responded to them in the application.



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The BSO is to review the ArriveCAN submission receipt for adverse information. If a traveller appears in red with either a flag or house symbol beside their name, the traveller is to be referred to a QO.

The name highlighted in red means a traveller responded to one of the public health questions in a way that requires a referral. The flag indicates the traveller identified as having symptoms, and the house indicates the traveller does not have a suitable quarantine accommodation/plan.



All travellers who do not have a suitable accommodation to quarantine will be provided the green PHAC handout and referred to a PHAC QO. The BSO will mark the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt with the appropriate code indicated above.

Important: In land mode, when a traveller is processed on the PHAC desktop application, and has submitted their information in ArriveCAN, if adverse information that warrants a referral was entered, a warning will appear on the desktop screen. The BSO is then to validate the concern and click the appropriate check box on the desktop application.



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[illegible]

Important: Travellers who arrive with the below confirmation screen (ArriveCAN version1) have not used version 2, and must be asked all enhanced screening questions including quarantine plan based questions and symptoms question.

[illegible]

"NO" to PHAC Screening Question – Subject to exemptions from Quarantine Requirement

Asymptomatic travellers who meet one of the exemptions below are exempt from the mandatory quarantine order and will be provided the brown handout. They will not be asked to quarantine. The BSO will advise the exempt traveller the following:

You are identified as an individual who is exempted from the mandatory quarantine order, as such, you are required to respect the intent of the order to minimize spread of COVID-19 in Canada. You must continually monitor your health for symptoms of COVID-19 including for 14 days each time you re-enter Canada. You are required to wear a non-medical mask or face covering when you are in public settings where physical distancing cannot be maintained. You are reminded to be aware of and respect the public health guidance and instructions of the area where you are located. Finally, for future crossings it is recommended you download the ArriveCAN mobile app to help reduce your processing time at the border.

Quarantine Exemptions

Trade or Transport

- *OIC 18 - s.6(e)*: Persons in the trade or transportation sector who are important for the movement of goods or people, including truck drivers and crew members on any aircraft,



shipping vessel or train, and that cross the border while performing their duties or for the purpose of performing their duties;

- *OIC 18 - s.6(a)*: A crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who enters Canada only to become such a crew member;
- *OIC 18 - s.6(b)*: A member of a crew as defined in subsection 3(1) of the Immigration and Refugee Protection Regulations or a person who enters Canada only to become such a crew member; or
- *OIC 18 - s.6(l)*: A person, including a captain, deckhand, observer, inspector, scientist and any other person supporting commercial or research fishing-related activities, who enters Canada aboard a Canadian fishing vessel or a foreign fishing vessel as defined in subsection 2(1) of the Coastal Fisheries Protection Act, for the purpose of carrying out fishing or fishing-related activities, including offloading of fish, repairs, provisioning the vessel and exchange of crew.
- *OIC 18 - s.6(e)*: A person, including a captain, deckhand, observer, inspector, scientist, veterinarian and any other person supporting commercial or research open water aquaculture-related activities, who enter Canada for the purpose of carrying out aquaculture-related activities, including fishing, transporting fish to and from the aquaculture facility, treating fish for pests or pathogens, repairs, provisioning of aquaculture-related vessels or aquaculture facilities or exchange of crew and who proceed directly to an open water facility or vessel upon entry to Canada.

Essential Services

- *OIC 18 - s.6(n)*: A person who enters Canada if the entry is necessary to return to their habitual place of residence in Canada after carrying out an everyday function that, due to geographical constraints, must involve entering the United States.
- *OIC 18 - s.6(m)*: A person who enters Canada within the boundaries of an integrated trans-border community that exists on both sides of the Canada-United States border and who is a habitual resident of that community, if entering Canada is necessary for carrying out an everyday function within that community;
- *OIC 18 - s.6(e)*: Technicians or specialists specified by a government, manufacturer, or company, who enter Canada as required for the purpose of maintaining, repairing, installing or inspecting equipment necessary to support critical infrastructure (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food Water, Transportation, Safety, Government and Manufacturing) and are required to provide their services within 14 days of their entry to Canada and have reasonable rationales for the immediacy of the work and the inability to plan for a 14 day quarantine;;
- *OIC 18 - s.6(e)*: A person whom the Chief Public Health Officer determines will provide an essential service
- *OIC 18 - s.6(d)*: A member of the Canadian Forces or a visiting force as defined in section 2 of the Visiting Forces Act;
- *OIC 18 - s.6(g)*: A person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the Immigration and Refugee Protection Regulations; or
- *OIC 18 - s.6(f)*: A person or any person in a class of persons whose presence in Canada is determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, in the national interest as long as the person complies with any conditions imposed on them by that minister to minimize the risk of introduction or spread of COVID-19.
- *OIC 18 - s.6(e)*: Emergency service providers, including firefighters, peace officers, and paramedics, who return from providing such services in another country and are required to provide their services within 14 days of their return to Canada.



- *OIC 18 - s.6(e)*: Commercial conveyance operators repatriating human remains into Canada.
- *OIC 18 - s.6(e)*: Officials of the Government of Canada or a foreign government, including border services officers, immigration enforcement officers, law enforcement and correctional officers, who are escorting individuals travelling to Canada or from Canada pursuant to a legal process such as deportation, extradition or international transfer of offenders.

Cross Border Worker

- *OIC 18 - s.6(e)*: Persons who must cross the border regularly (daily/weekly) to go to their normal place of employment, including critical infrastructure workers (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing) who must cross the border regularly to go to their normal place of employment, provided they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.

Note: Regular has been defined as daily or weekly in the context of the exemption. This exemption applies to persons who must cross the border regularly to go to their normal place of employment on either side of the Canada-US border.

Medical Support

- *OIC 18 - s.6(h)*: A person who enters Canada for the purpose of providing medical care or transporting essential medical equipment, supplies, or means of treatment, or delivering, maintaining, or repairing medically-necessary equipment or devices, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.
- *OIC 18 - s.6(c)*: A person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response;
- *OIC 18 - s.6(i)*: A person who enters Canada for the purpose of receiving essential medical services or treatments, other than services or treatments related to COVID-19;
- *OIC 18 - s.6(j)*: A person permitted to work in Canada as a student in a health field under paragraph 186(p) of the Immigration and Refugee Protection Regulations, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada; or
- *OIC 18 - s.6(k)*: A licensed health care professional with proof of employment in Canada, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.

PHAC Contact Information Collection (Compliance and Monitoring)

Travellers seeking entry into Canada are required to provide their contact information. Consult the annex titled PHAC Contact Information Collection (Compliance and Monitoring) for all relevant information.

Mask or face covering Requirement

If required, the BSO will ask a traveller to remove their face covering for the purpose of identity verification. In such cases, the BSO is to ensure the traveller is at a 2m distance from the BSO when not wearing a face covering or mask.



Important: PHAC has the responsibility to procure the masks for travellers. CBSA internal stocks of PPE are not be used for travellers.

Note: For any traveller who has responded "YES" to PHAC Q1, at the earliest opportunity the BSO is to issue a mask kit and then follow the procedure outlined in the section ""YES" to PHAC screening question(Symptoms based)".

Travellers Required to Quarantine or Isolate

Every person who enters Canada and who is required to quarantine or isolate themselves under this Order must, in the following circumstances, wear a non-medical mask or face covering that a screening officer or quarantine officer considers suitable to minimize the risk of introducing or spreading COVID-19 :

- a) while they are entering Canada; and
- b) while they are in transit to a place of quarantine or isolation, a health care facility or a place of departure from Canada, unless they are alone in a private vehicle.

Important: If a traveller required to quarantine or isolate arrives at a POE without a non-medical mask for face covering, they are to be provided with a PHAC mask kit, and advised to put it on.

If the traveller refuses to wear a non-medical face covering or mask, they are to be referred to PHAC.

- The BSO is to mark "QO-MASK" if required.

Exempt Persons

Every person who enters Canada and who, by virtue of section 6, is not required to quarantine themselves must, wear a non-medical mask or face covering that a screening officer or quarantine officer considers suitable to minimize the risk of introducing or spreading COVID-19 when:

- a) they are in public settings where physical distancing cannot be maintained.

Important: Any exempt person who is required to undergo a secondary examination and not able to maintain 2 meter physical distancing should be provided with a PHAC mask kit and asked to don it.

Note: On a case by case basis, a BSO may exercise their discretion to impose a reasonable measure for the purpose of preventing the introduction and spread of a communicable disease in accordance with subsection 15(3) of the Quarantine Act. Depending on the circumstances, requiring an exempt person to wear a face covering or non-medical mask may be considered to be a reasonable measure. It is essential that the authority is to be exercised on a case-by-case basis. BSOs must be able to explain their rationale for requiring an exempt person to wear a mask pursuant to 15(3) of the Quarantine Act. .

Note: The BSO is not required to provide a mask kit to exempt persons who do not have one unless they are symptomatic, or the BSO exercises their authority under section 15(3) of the Quarantine Act and requires the traveller to don one as a reasonable measure.

If a traveller refuses to comply with a reasonable measure imposed by a screening officer/BSO in accordance with 15(3) of the Quarantine Act, the officer should immediately inform a QO and seek assistance from local police of jurisdiction.

Suitable Face Covering or Non-Medical Mask



Non-medical face masks are protective layers of absorbent fabric (such as cotton) that snugly fit over the nose and mouth and are secured to the face with ties or ear loops. These masks prevent respiratory droplets from contaminating others or landing on surfaces.

Masks or coverings should:

- Be made of multiple layers of absorbent fabric (such as cotton)
- Cover the mouth and nose without gaps
- Fit securely to the head with ties or ear loops
- Allow for easy breathing
- Be changed as soon as possible if damp or dirty
- Stay the same shape after machine washing and drying

Additional guidance related to determining if a non-medical mask or face covering is considered appropriate can be found in the document titled *Guidance on Appropriate Non-Medical Masks or Face Coverings*.

Personal protective equipment:

Please refer to the shift briefing bulletin [2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#).

Land, Rail, Ferry Modes:

BSOs will ask the mandatory screening questions and make the appropriate referrals to a PHAC QO as required. BSOs at PIL will be required to ask all relevant questions to the travellers directly.

For any traveller who indicates they have a cough, difficulty breathing, or feel that they have a fever, the PIL BSO will refer the traveller to secondary and advise the secondary BSO of the situation and the need to refer the traveller to a QO for a suspected symptomatic case.

Depending on the set up of the port of entry (POE), either the PIL or secondary BSO will direct the traveller to park their vehicle on the far side of the secondary area.

The BSO will ask the traveller to remain in the vehicle, and contact a PHAC QO for further questioning and health assessment. If it is not feasible for the traveller to remain in the vehicle, and in case of bus travellers or pedestrians, the ill person will be escorted to an isolation room.

Processing of travellers arriving on buses and trains: At locations with bus and train PIL, all passengers should be processed through standard PIL. At locations without bus or train PIL, BSOs should make every effort to afford travellers privacy when conducting screening under the Quarantine Act. If an ill traveller is identified on a bus or a train, the BSO will confirm a symptomatic case definition and contact a PHAC QO. The BSO will, if feasible, not release other bus or train passengers and explain the situation to the QO. The QO will make a decision whether or not further follow-up is required with respect to other travellers on the bus or the train car where the ill person was seated.

Air Mode:

BSOs will ask the mandatory screening questions and make the appropriate referrals to a PHAC QO as required.

Travellers will be asked the PHAC health screening symptoms-based question and declaration in-person or at a kiosk.



Note: The additional questions related to quarantine will be asked on the ArriveCAN mobile application or by BSOs directly either at PIL or by the podium / triage / referral / document verification officer depending on POE specific operations and setup. These questions are not available at the kiosk.

Quick Reference Kiosk Referral Codes:

- **Primary Inspection Kiosks (PIK):** If the traveller answers the question in the affirmative, the PIK receipt will be marked with the number 1 at position #8 of the referral coding zone at the top of the receipt to indicate that the traveller answered Yes to the PHAC Special Other Government Department (SOGD) question.
- **New NEXUS kiosks:** If the traveller answers in the affirmative to the question, the NEXUS receipt will be marked with the number 1 of the referral coding zone at the top of the receipt to indicate that the traveller answered Yes to the PHAC SOGD question.
- **Old NEXUS kiosks:** If the traveller answers in the affirmative to the question, the kiosk receipt will display "PH".
- **Automated Border Clearance (ABC) kiosks:** The number 1 will appear in the last numeric spot on the second line of coding.

Actions required by BSOs working at the Telephone Reporting Center (TRC) and BSOs and superintendents working at verification offices:

Consult shift briefing bulletin [2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures \(consolidated\)](#) for the Telephone Reporting Centre and Verification Offices.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures. Superintendents will ensure that officers promptly acquit all referrals in the Secondary Processing (SP) application.

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the POEs for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: [2020-HQ-AC-02-08-B Reporting – COVID-19](#) for reporting instructions and more information.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

[2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection \(Compliance and Monitoring\)](#)

[2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States](#)

[2020-HQ-AC-03-26-B: Restricting the non-essential travel to Canada of U.S citizens and other foreign nationals arriving from the United States \(all modes\)](#)

[Annex A: Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel](#)

[Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation](#)

[Quarantine Standard Operating Procedures](#)



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2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures

Job aid: Role of the BSO (screening officer)

2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus

2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus (2019-nCoV)

Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic

Operational Bulletin - COVID-19 Response - Direct Backs to the USA for Foreign Nationals who make a claim for refugee protection

Handouts and Pamphlets

- For travellers without symptoms returning to Canada
- For travellers with symptoms returning to Canada
- For persons exempt from mandatory quarantine
- Canadians crossing the border daily to attend school in the United States

Issued by: Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States
Date:	March 26, 2020 (Version 6 – Updated August 24)

This bulletin applies to foreign nationals arriving in Canada from any country other than the United States (U.S.).

This prohibition does not apply to the following foreign nationals:

- A person registered as an Indian under the Indian Act;
- A protected person within the meaning of subsection 95(2) of the Immigration and Refugee Protection Act (IRPA); or
- a person who enters Canadian waters, including the inland waters, or the airspace over Canada on board a conveyance while proceeding directly from one place outside Canada to another place outside Canada on board the conveyance, as long as the person was continuously on board that conveyance while in Canada and, in the case of a conveyance other than an aircraft, the person did not land in Canada and the conveyance did not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law and, in the case of an aircraft, the conveyance did not land while in Canada.

The new Order in Council (colloquially referred to as OIC 20), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from any Country other than the United States), has been made pursuant to section 58 of the Quarantine Act. OIC 20 has effect for the period beginning on July 30, 2020 (11:59:59 PM) and ending on August 31, 2020 (11:59:59 PM). The Order repeals and replaces the Order in Council P.C. 2020-0523 (OIC 17).

Details:

An emergency order under s.58 of the Quarantine Act prohibits the entry of all foreign nationals arriving in Canada from a country other than the U.S. unless they are specifically exempted. In addition to meeting an exemption, the foreign national also must be coming to Canada for a non-optional or non-discretionary reason and must not have COVID-19 or be symptomatic for COVID-19. Any foreign national who is travelling for an optional or discretionary purpose, such as tourism, recreation or entertainment, or who is symptomatic for COVID-19, is prohibited from entering Canada.

Standard to be met for entry:

In order for a foreign national, who is not an immediate family member of a Canadian citizen or permanent resident, to enter Canada from a country other than the U.S.:

- **they must be asymptomatic for COVID-19; and**
- **their travel must not be optional or discretionary; and**
- **they must qualify for one (1) of the 23 exemptions outlined below.**



In order for a foreign national who is an immediate family member, of a Canadian citizen or permanent resident, to enter Canada from another country other than the U.S.:

- **they must be asymptomatic; and**
- **they must demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.**

or

- **they must be asymptomatic; and**
- **their entry is not for a purpose that is optional or discretionary.**

"Immediate family member" refers to a person's:

- a) spouse or common-law partner of the person;
- b) dependent child, as defined in section 2 of the Immigration and Refugee Protection Regulations (IRPR), of the person or of the person's spouse or common-law partner;
- c) dependent child, as defined in section 2 of the IRPR, of a dependent child referred to in paragraph (b);
- d) parent or step-parent of the person or of the person's spouse or common-law partner; or
- e) legal guardian [or tutor] of the person.

Note: When considering the application for entry by foreign nationals who meet all IRPA and OIC requirements, officers must not seek to apply a test of the "essential" nature of their work to Canada. For example, a foreign national who holds a valid work permit, and whose place of employment in Canada is open for business, does not have to prove that their work is an essential service. Border services officers (BSOs) must be careful not to introduce an additional layer to the standard for entry which is not specified in the OIC / SBB.

Exemptions:

- a) Immediate family members of a Canadian citizen or a permanent resident as defined in subsection 2(1) of the IRPA
- b) a person who is authorized, in writing, by an officer designated under subsection 6(1) of the IRPA to enter Canada for the purpose of reuniting immediate family members;
- c) a crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who seeks to enter Canada only to become such a crew member;
- d) a member of a crew as defined in subsection 3(1) of the IRPR or a person who seeks to enter Canada only to become such a member of a crew;
- e) a person who is exempt from the requirement to obtain a temporary resident visa under paragraph 190(2)(a) of the IRPR and the immediate family members of that person;
- f) a person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response;
- g) a person who arrives by any means of a conveyance operated by the Canadian Forces or the Department of National Defence;



- h) a member of the Canadian Forces or a visiting force, as defined in section 2 of the Visiting Forces Act, and the immediate family members of that member;
- i) a French citizen who resides in Saint-Pierre-et-Miquelon and has been only in Saint-Pierre-et-Miquelon, the United States or Canada during the period of 14 days before the day on which they arrived in Canada;
- j) a person or any person in a class of persons who, as determined by the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act: does not pose a risk of significant harm to public health, or will provide an essential service while in Canada;
 - Technicians or specialists specified by a government, manufacturer, or company, as required to inspect, maintain or repair equipment necessary to support critical infrastructure (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing).
 - Persons, including a captain, deckhand, observer, inspector, scientist, veterinarian and any other person supporting commercial or research open water aquaculture-related activities, who enter Canada for the purpose of carrying out aquaculture-related activities, including fishing, transporting fish to and from the aquaculture facility, treating fish for pests or pathogens, repairs, provisioning of aquaculture-related vessels or aquaculture facilities or exchange of crew and who proceed directly to an open water facility or vessel upon entry to Canada; and
 - Officials of a foreign government, including border services officers, immigration enforcement officers, law enforcement and correctional officers, who are escorting individuals travelling to Canada or from Canada pursuant to a legal process such as deportation, extradition or international transfer of offenders.
- k) a person or any person in a class of persons whose presence in Canada, as determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest.
- l) the holder of a valid work permit or a study permit as defined in section 2 of the IRPR;
- m) a person whose application for a work permit referred to in paragraph (l) was approved by IRCC and who has received written notice of the approval, but who has not yet been issued the permit;
- n) a person whose application for a study permit referred to in paragraph (l) was approved by IRCC, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet been issued the permit;
- o) a person permitted to work in Canada as a student in a health field under paragraph 186(p) of the IRPR;
- p) a person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the IRPR.
- q) a licensed health care professional with proof of employment in Canada;
- r) a person who seeks to enter Canada for the purpose of delivering, maintaining, or repairing medically-necessary equipment or devices;



- s) a person who seeks to enter Canada for the purpose of making medical deliveries of cells, blood and blood products, tissues, organs or other body parts, that are required for patient care in Canada during or within a reasonable period of time after the expiry of the Order;
- t) a person whose application for permanent residence was approved under the IRPA, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet become a permanent resident under that Act; or
- u) a worker in the marine transportation sector who is essential for the movement of goods by vessel, as defined in section 2 of the Canada Shipping Act, 2001, and who seeks to enter Canada for the purpose of performing their duties in that sector.
- v) a person who seeks to enter Canada to take up a post as a diplomat, consular officer, representative or official of a country other than Canada, of the United Nations or any of its agencies or of any intergovernmental organization of which Canada is a member, and the immediate family members of that person ;
- w) a person who arrives at a Canadian airport aboard a commercial passenger conveyance and who is transiting to a country other than Canada and remains in a sterile transit area within the meaning of section 2 of the IRPR;

NOTE: Although in many cases the exemptions will effectively mean that the purpose of the foreign national's entry is non-optional and non-discretionary, being a member of one of the categories is not, of itself, sufficient to permit entry. The requirement that the purpose of the foreign national's entry be non-optional or non-discretionary still must be considered.

Optional or Discretionary Purpose of Travel

A foreign national is prohibited from entering Canada if the purpose of their trip is optional or discretionary, such as tourism, recreation or entertainment.

In accordance with subsection 3(4) of OIC 20 immediate family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:

- the foreign national intends to enter to be with their immediate family member who is a Canadian citizen or a permanent resident; and
- can demonstrate the intent to stay in Canada for a period of at least 15 days.

The purpose of travel for immediate family members of Canadian citizens and permanent residents of Canada is irrelevant as long they are entering to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days.

When processing a foreign national immediate family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria in ss. 3(4) set out above, or is not able to demonstrate it, the BSO is to consider the purpose of travel and all relevant information. In other words, entry may still be permitted if they can establish the purpose for entry is not optional or discretionary.

Consult [Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel\)](#) and [Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Determining whether entry will be for a](#)



discretionary/optional purpose and whether an individual is exempt from mandatory quarantine) for more information.

Actions required by BSOs:

In many cases, travellers who are prohibited from entering Canada pursuant to the Quarantine Act emergency order will not be permitted by the air carrier to board a flight destined to Canada. The CBSA's Liaison Officer Network and the Air Carrier Support Centre provide carriers with guidance on the application of the prohibition abroad.

At the port of entry (POE), the BSO must first determine whether or not the traveller is displaying any COVID-19 symptoms.

Symptomatic travellers:

Regardless of the purpose of trip or exemption, the BSO is to follow the process for symptomatic travellers as outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

The BSO is to issue a PHAC mask kit to the traveller, ask the traveller to wear the surgical mask contained in the kit, and make a mandatory referral for the traveller to report to a quarantine officer (QO) for further questioning. BSOs are to follow the directions of the PHAC QO once they have made the referral.

If the QO orders a foreign national to isolate or quarantine, the BSO will defer the examination in accordance with section 23 of IRPA for the duration of the quarantine or isolation period and until such time as the person is cleared by the PHAC QO. Admissibility concerns are paused during this period in order to prioritize public health considerations. Upon being cleared by the PHAC QO, the foreign national should return to the POE to continue their examination and the BSO will, at that time, make an admissibility decision.

If the PHAC QO clears the traveller and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:

- Foreign nationals whose entry is for a non-discretionary purpose and meet an exemption – Absent any admissibility concerns, the BSO will allow the traveller to enter Canada.
- Foreign nationals whose entry is for an optional or discretionary purpose OR who do not meet an exemption – Traveller will be allowed to leave Canada as per the process for asymptomatic passengers who are subject to the prohibition outlined below.

PHAC will provide support and guidance where required. BSOs will seek guidance from their superintendent, as needed.

Asymptomatic foreign nationals who arrive at the POE and meet an exemption

A BSO will establish the purpose of the entry at the first point of contact with a traveller – at a primary inspection line (PIL) booth, NEXUS triage or at podium/triage position for kiosk enabled airports.

Air Mode: The BSO will mark the answers on the back of the kiosk receipt or the E311, CBSA Declaration Card.

Marine or ferry: If applicable, and the traveller is being referred to secondary, the PIL BSO will mark the answers on the back of the E67 (BSF235), Secondary Referral form or the E311, CBSA Declaration Card.



In all modes, BSOs are expected to use the following coding:

- Type of Travel: Discretionary "Disc". If non-Discretionary or qualify for the Immediate Family Exemption - leave blank.

Foreign nationals whose purpose for entry is non-discretionary, or who are immediate family members of a Canadian citizen or permanent resident and intend to remain in Canada for 15 days or more, are to be processed in accordance with existing enhanced screening measures as outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Travellers who meet an exemption but whose entry is for an optional or discretionary purpose will be treated according to the process outlined below.

Asymptomatic foreign nationals who arrive at the POE and do not meet an exemption

For asymptomatic foreign nationals who do not meet an exemption listed above, BSOs will explain that they are subject to the prohibition and not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order.

The BSO is to offer the traveller the option of withdrawing their application to enter Canada. Should the traveller withdraw their application to enter Canada, the BSO shall allow them to do so in accordance section 42 of the IRPR. The most appropriate allegation in this case is 41(a), 20(1)(b) – foreign national will not leave Canada by the end of the period authorized for their stay.

Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, the BSO is to advise them they are subject to the prohibition on entry, and that it is an offence under section 71 of the Quarantine Act which carries a maximum punishment of up to \$750,000 or a term of imprisonment of six months or both and they **may** be arrested. The officer will then offer to the traveller to withdraw their application a second time.

Should the traveller still not wish to withdraw their application, the BSO is to inform the traveller that if they continue to refuse they will be arrested. The officer will then offer to the traveller to withdraw their application a third and final time.

Should the traveller still not wish to withdraw their application, the BSO will arrest the traveller under s.163.5 of the Customs Act for committing an offence under s.71 of the Quarantine Act – failing to comply with the emergency order for prohibitions on entry. The BSO will then refer the case to the police force of jurisdiction. All CBSA procedures and policies for arrest and detention must be followed.

Should the police force of jurisdiction elect not to attend, and no other inadmissibilities apply, the traveller is to be released.

Arresting a person under s.71 of the Quarantine Act is not an offence for which BSOs can apply 36(2)(d) of IRPA. Travellers so arrested, and who are not charged by the police force of jurisdiction, cannot be found inadmissible for committing an offence on entering Canada.

Note: BSOs should use their 163.5 Customs Act authority to arrest for Quarantine Act matters only with respect to an offence under s.71 of the Quarantine Act for failing to comply with the emergency order prohibitions on entry. For other instances of non-compliance with the Quarantine Act, including a refusal to comply with reasonable measures a BSO may impose under ss. 15(3) in their capacity as a screening officer, BSOs should seek assistance from police of jurisdiction in accordance with s.18 of the Quarantine Act.



For more information please consult the Operational Bulletin titled Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID- 19 Pandemic.

Actions required by BSOs working at the Telephone Reporting Center (TRC) and BSOs and superintendents working at verification offices:

Consult shift briefing bulletin 2020-HQ-AC-05-15 COVID- 19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application under the appropriate headings. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: 2020-HQ-AC-02-08-B Reporting – COVID- 19 for reporting instructions and more information.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona Virus TF-GT virus Corona.ASFC@cbsa-asfc.gc.ca.

References:

- Annex A: Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel
- Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation
- 2020-HQ-AC-03-25-B (COVID- 19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes))
- 2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection (Compliance and Monitoring)
- 2020-HQ-AC-05-15 COVID- 19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices
- Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID- 19 Pandemic 2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States
- OBO- 2020-032 - COVID- 19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry
- OBO- 2020-033 - COVID- 19 Response - Processing claims for refugee protection at a designated land or rail port of entry.
- Quarantine Standard Operating Procedures
- 2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures
- Job aid: Role of the BSO (screening officer)
- 2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus



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- 2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus (2019-nCoV)

Issued by: Coronavirus Task Force



Shift Briefing Bulletin

Subject:	COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)
Date:	March 25, 2020 (Version 11 – updated August 30, 2020)

Details:

Travellers who appear ill, or confirm that they are ill or unwell, and have symptoms consistent with COVID-19 will be referred for further examination.

As screening officers under the *Quarantine Act*, border services officers (BSO) will visually inspect all travellers for signs of illness as they approach the primary inspection line (PIL) or disembark a conveyance and ask specific enhanced screening questions.

BSOs should remain vigilant with respect to travellers coming from countries and regions where significant numbers of confirmed cases exist. BSOs should use probing questions to establish whether or not a traveller may be ill, unwell or potentially transmitting COVID-19.

A referral to a quarantine officer (QO) may coincide with another referral, i.e., immigration, customs or food, plant or animal (FPA). In such a case, the QO referral will take precedence over the immigration, customs or FPA referral. Once cleared by the QO, the traveller will be processed for immigration, customs or FPA concerns in line with CBSA policy.

The new Order in Council (colloquially referred to as OIC 23), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation), No. 4, has been made pursuant to section 58 of the Quarantine Act. OIC 23 has effect for the period beginning on August 30, 2020 (11:59:59 PM) and ending on September 30, 2020 (11:59:59 PM). The Order repeals and replaces the Order in Council P.C. 2020-0524 (OIC 18).

Definitions

Isolation: Means the separation of persons who have reasonable grounds to suspect that they have COVID-19, have signs and symptoms of COVID-19 or know that they have COVID-19, in such a manner as to prevent the spread of the disease.

Quarantine: Means separation of persons from others in such a manner as to prevent the possible spread of disease.

Exempt persons: Refers to someone who falls under one of the classes of persons listed in section 6 OIC 18 and is entering Canada, or returning to Canada, for that purpose.

Vulnerable people: Refers to a person who:

- a) has an underlying medical condition that makes the person susceptible to complications relating to COVID-19;
- b) has a compromised immune system from a medical condition or treatment; or
- c) is 65 years of age or older.

Signs and symptoms of COVID-19: Include a fever and a cough or a fever and difficulty breathing.

Actions required by BSOs:

All Modes

All travellers are required to answer the following question:



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Public Health Agency of Canada (PHAC) Q1: **"Do you currently have a cough, difficulty breathing, or feel you have a fever?"**

Each traveller who is subject to mandatory quarantine or isolation requirements will be required to make the following declaration:

Declaration: **"I acknowledge that I/we must quarantine (if no symptoms) or isolate (if symptomatic) for 14 days to prevent the potential spread of COVID-19."**

When travellers are processed in person, the BSO will ask them if they currently have a cough, difficulty breathing, or feel that they have a fever and mark the answers on the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt with the appropriate code indicated below in the following fashion

- If **YES** to PHAC Q1 – QO - Sym
- If **NO** to PHAC Q1 - No code required.

The BSO will then ask the traveller to acknowledge that they are being directed to quarantine or isolate for the next 14 days to prevent the potential spread of COVID-19.

"YES" to PHAC screening question (Symptoms based)

For any traveller who responds **yes** to the PHAC question, the BSO will confirm with the traveller that they have a cough, difficulty breathing, and a fever.

If confirmed, the BSO will refer the traveller to a PHAC QO.

Note: In cases where a PHAC QO is not onsite, the BSOs will follow procedures for contacting the PHAC Notification Line contained on the Screening Officer Cue Cards, Shift Briefing Bulletin 2019-HQ-AC-05-15, and in the Quarantine Standard Operating Procedures.

The BSO will then follow the direction of the PHAC QO. Two scenarios may occur if the traveller is referred to the PHAC QO:

1. BSO to provide green handout, advise the traveller of their obligation to quarantine for 14 days (see below statement) and follow the process outlined in the section titled "'NO" to PHAC Screening Question (symptoms-based) – Not subject to quarantine exemption"; or
2. BSO to provide the red handout to the traveller, the How to Isolate at Home with COVID-19 fact sheet and direct the traveller to complete the PHAC Coronavirus Form (if not already completed).

Note: For all travellers who are found to be symptomatic by a PHAC QO and provided the red handout, the BSO is to send an encrypted email to the Border Operations Centre with the traveller's name, date of birth, email, phone number, address in Canada and how the traveller submitted their contact information (paper form, desktop application, ArriveCAN mobile application, or the online form). The BSO is also to include the POE, as well as the date and time of passage.

Important: It is possible that a traveller may respond in the negative to the question and yet exhibit symptoms of possible illness (e.g., coughing; sneezing; excessive sweating; etc.) or exhibit indicators that they are not being truthful with their answer. In such cases, the BSO will make a mandatory referral to a QO, and advise the QO of the signs of illness or indicators of deception.



"NO" to PHAC Screening Question (symptoms-based) – Not subject to quarantine exemption

Travellers not presenting symptoms and who answered NO to PHAC Q1 will be advised they are required to quarantine for 14 days, and are required to respond to additional "yes or no" questions to determine if the individual is able to quarantine themselves.

BSO to advise the traveller of the following:

- ***"The Government of Canada has implemented an Order requiring all persons entering Canada to quarantine for 14 days in order to limit the introduction and spread of COVID-19."***
- ***Failure to comply with this Order and other related measures are offences under the Quarantine Act. The maximum penalties are a fine of up to \$1,000,000 and/or imprisonment for three years.***
- ***In accordance with the Quarantine Act Section 58 Emergency Order, you are required to quarantine yourself for 14 days in order to limit the introduction and spread of COVID-19."***
- ***Finally, you are required to wear a non-medical mask or face covering while in transit to a place of quarantine or isolation, a health care facility or a place of departure from Canada, unless they are alone in a private vehicle."***

Following the statement, BSOs will either ask the traveller the additional quarantine based screening questions, or review their ArriveCAN submission. (See instructions below)

Travellers who do not exhibit symptoms or indicators of deception, and have a suitable quarantine accommodation, can be released after all of the customs and immigration processes are completed. These travellers must be provided with the Green Coronavirus Handout along with the How to Quarantine at Home (No Symptoms) fact sheet.

Important: In accordance with section 8 of OIC 18, a person who must quarantine themselves may leave Canada before the expiry of the 14-day quarantine period if they quarantine themselves until they depart from Canada. The OIC does not apply extraterritorially so as to impose obligations on persons outside of Canada.

A person who has entered Canada and is subject to mandatory quarantine under subsection 3(1) of OIC 18 may be permitted to leave and re-enter during the 14-day quarantine period provided:

- when leaving Canada, they continue to quarantine themselves until they depart from Canada;
- when leaving Canada, they wear a non-medical mask or face covering while going from their place of quarantine until they depart Canada (unless they are leaving in a private vehicle or the mask needs to be removed for safety or security reasons);
- when re-entering Canada, they answer all relevant questions asked by a BSO, provide any reasonably required information to a screening officer, quarantine officer, or other designated public health official; and
- when re-entering Canada, they wear a non-medical mask or face covering upon entry and while going from the entry point to their place of quarantine (unless it needs to be removed for safety or security reasons).



This means they would not be in contravention of the Order in Council upon seeking re-entry. The consequence of a traveller leaving and then re-entering within the 14-day period would be that the traveller's 14-day quarantine period will reset when they re-enter.

If ArriveCAN version 2 is NOT used by the Traveller

The BSO will ask the following questions as appropriate and make a referral to a QO if required:

PHAC Q2: Do you have accommodation where you can quarantine for 14 days?

- If **YES** – Proceed to next question.
- If **NO** – Referral to QO and provided green handout. (Referral code: QO – Accom)

PHAC Q3: Are there vulnerable people at the location where you plan to quarantine?

- If **YES** – Referral to QO and provided green handout. (Referral code: QO – Vul)
- If **NO** – Proceed to next question.

Note: Not applicable where the vulnerable person is a consenting adult or is the parent or minor in a parent-minor relationship.

PHAC Q4: Is your quarantine accommodation a group living environment (e.g. group home or senior residence) or does it currently house different families?

- If **YES** – Referral to QO and provided green handout. (Referral code: QO – MF)
- If **NO** – Proceed to next question.

PHAC Q5: Can you have food, medication or other necessities delivered to your accommodation while in quarantine?

- If **YES** – Traveller released with Green handout and the How to Quarantine at Home (No Symptoms) fact sheet.
- If **NO** – Referral to QO and provided green handout. (Referral code: QO – BN)

All travellers who do not have a suitable accommodation to quarantine will be provided the green PHAC handout and referred to a PHAC QO. The BSO will mark the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt with the appropriate code indicated above.

Cross-border Students

Canadian Citizens and PRs that resides in Canada and who cross the border on a daily basis to study in the U.S. are not exempt from the mandatory quarantine. However, they can break their quarantine to go to school. In addition to the green handout, the BSOs must provide these travellers with the handout from Public Health Agency of Canada available on this page: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-crossing-border-school-united-states.html>

If ArriveCAN version 2 is used by the Traveller

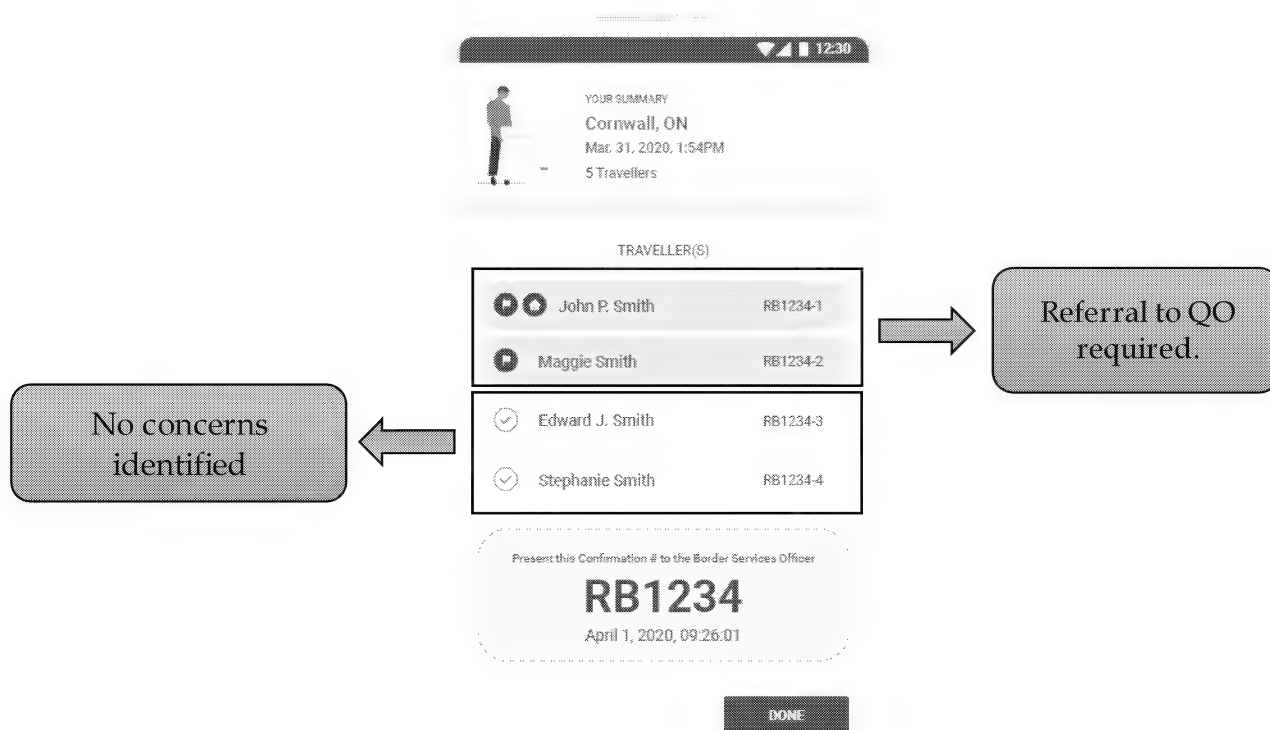
If the traveller uses ArriveCAN v2, the BSO is not required to ask the quarantine accommodation/plan questions as the traveller will have already responded to them in the application.



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The BSO is to review the ArriveCAN submission receipt for adverse information. If a traveller appears in red with either a flag or house symbol beside their name, the traveller is to be referred to a QO.

The name highlighted in red means a traveller responded to one of the public health questions in a way that requires a referral. The flag indicates the traveller identified as having symptoms, and the house indicates the traveller does not have a suitable quarantine accommodation/plan.



All travellers who do not have a suitable accommodation to quarantine will be provided the green PHAC handout and referred to a PHAC QO. The BSO will mark the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt with the appropriate code indicated above.

Important: In land mode, when a traveller is processed on the PHAC desktop application, and has submitted their information in ArriveCAN, if adverse information that warrants a referral was entered, a warning will appear on the desktop screen. The BSO is then to validate the concern and click the appropriate check box on the desktop application.



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COVID-19 Self-Declaration Form

ArriveCAN data found for this traveller

* Contact information has been pre-filled.

Traveller is experiencing COVID-19 symptoms: cough, difficulty breathing, or fever.

Contact Information

Country: Canada
 Province: Ontario
 City: Toronto
 Address: 123 Main St
 Postal Code: M5V 1A1
 Phone: (416) 123-4567
 Email: john.doe@example.com

Recent Passages [1]

ArriveCAN ID: 123456789
 Date of Entry: 2023-01-15
 Port of Entry: Toronto Pearson International Airport

ArriveCAN Submission

Submission Status: Pending
 Submission Date: 2023-01-15
 Submission Time: 10:30 AM

COVID-19 Related

Are you experiencing any COVID-19 symptoms?
☒ Yes
☐ No

If Yes, what symptoms are you experiencing?
☒ Cough
☒ Difficulty breathing
☐ Fever
☐ Loss of taste or smell
☐ Sore throat
☐ Fatigue
☐ Headache
☐ Other

When did you first notice these symptoms?
☒ Within the last 7 days
☐ 8-14 days
☐ 15-21 days
☐ More than 21 days
☐ I don't know

Have you been in contact with anyone who has COVID-19?
☒ Yes
☐ No

If Yes, when and where did you have contact?
☒ Within the last 7 days
☐ 8-14 days
☐ 15-21 days
☐ More than 21 days
☐ I don't know

Have you been to any high-risk locations?
☒ Yes
☐ No

If Yes, where did you go?
☒ Healthcare facility
☐ Long-term care facility
☐ Correctional facility
☐ Other

Have you been to any high-risk locations?
☒ Yes
☐ No

If Yes, where did you go?
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Important: Travellers who arrive with the below confirmation screen (ArriveCAN version1) have not used version 2, and must be asked all enhanced screening questions including quarantine plan based questions and symptoms question.

[illegible]

"NO" to PHAC Screening Question – Subject to exemptions from Quarantine Requirement

Asymptomatic travellers who meet one of the exemptions below are exempt from the mandatory quarantine order and will be provided the brown handout. They will not be asked to quarantine. The BSO will advise the exempt traveller the following:

You are identified as an individual who is exempted from the mandatory quarantine order, as such, you are required to respect the intent of the order to minimize spread of COVID-19 in Canada. You must continually monitor your health for symptoms of COVID-19 including for 14 days each time you re-enter Canada. You are required to wear a non-medical mask or face covering when you are in public settings where physical distancing cannot be maintained. You are reminded to be aware of and respect the public health guidance and instructions of the area where you are located. Finally, for future crossings it is recommended you download the ArriveCAN mobile app to help reduce your processing time at the border.

Quarantine Exemptions

Trade or Transport

- OIC 23 - s.6(e): Persons in the trade or transportation sector who are important for the movement of goods or people, including truck drivers and crew members on any aircraft



shipping vessel or train, and that cross the border while performing their duties or for the purpose of performing their duties.

- **OIC 23 - s.6(a):** A crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who enters Canada only to become such a crew member.
- **OIC 23 - s.6(b):** A member of a crew as defined in subsection 3(1) of the Immigration and Refugee Protection Regulations or a person who enters Canada only to become such a crew member.
- **OIC 23 - s.6(l):** A person, including a captain, deckhand, observer, inspector, scientist and any other person supporting commercial or research fishing-related activities, who enters Canada aboard a Canadian fishing vessel or a foreign fishing vessel as defined in subsection 2(1) of the Coastal Fisheries Protection Act, for the purpose of carrying out fishing or fishing-related activities, including offloading of fish, repairs, provisioning the vessel and exchange of crew.
- **OIC 23 - s.6(e):** A person, including a captain, deckhand, observer, inspector, scientist, veterinarian and any other person supporting commercial or research open water aquaculture-related activities, who enter Canada for the purpose of carrying out aquaculture-related activities, including fishing, transporting fish to and from the aquaculture facility, treating fish for pests or pathogens, repairs, provisioning of aquaculture-related vessels or aquaculture facilities or exchange of crew and who proceed directly to an open water facility or vessel upon entry to Canada.
- **OIC 23 - s.6(o):** a person who seeks to enter Canada on board a vessel, as defined in section 2 of the Canada Shipping Act, 2001, that is engaged in research and that is operated by or under the authority of the Government of Canada or at its request or operated by a provincial government, a local authority or a government, council or other entity authorized to act on behalf of an Indigenous group, as long as the person remains on board the vessel.

Essential Services

- **OIC 23 - s.6(n):** A person who enters Canada if the entry is necessary to return to their habitual place of residence in Canada after carrying out an everyday function that, due to geographical constraints, must involve entering the United States.
- **OIC 23 - s.6(m):** A person who enters Canada within the boundaries of an integrated trans-border community that exists on both sides of the Canada-United States border and who is a habitual resident of that community, if entering Canada is necessary for carrying out an everyday function within that community.
- **OIC 23 - s.6(e):** Technicians or specialists specified by a government, manufacturer, or company, who enter Canada as required for the purpose of maintaining, repairing, installing or inspecting equipment necessary to support critical infrastructure (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food Water, Transportation, Safety, Government and Manufacturing) and are required to provide their services within 14 days of their entry to Canada and have reasonable rationales for the immediacy of the work and the inability to plan for a 14 day quarantine.
- **OIC 23 - s.6(e):** A person or any person in a class of persons whom the Chief Public Health Officer determines will provide an essential service.
- **OIC 23 - s.6(d):** A member of the Canadian Forces or a visiting force as defined in section 2 of the Visiting Forces Act, who enters Canada for the purpose of performing their duties as a member of either of those forces.
- **OIC 23 - s.6(g):** A person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the Immigration and Refugee Protection Regulations and who enters Canada for the purpose of providing those services.



- **OIC 23 - s.6(f):** A person or any person in a class of persons whose presence in Canada is determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, in the national interest as long as the person complies with any conditions imposed on them by that minister to minimize the risk of introduction or spread of COVID-19.
- **OIC 23 - s.6(e):** Emergency service providers, including firefighters, peace officers, and paramedics, who return from providing such services in another country and are required to provide their services within 14 days of their return to Canada.
- **OIC 23 - s.6(e):** Commercial conveyance operators repatriating human remains into Canada.
- **OIC 23 - s.6(e):** Officials of the Government of Canada or a foreign government, including border services officers, immigration enforcement officers, law enforcement and correctional officers, who are escorting individuals travelling to Canada or from Canada pursuant to a legal process such as deportation, extradition or international transfer of offenders.

Cross Border Worker

- **OIC 23 - s.6(e):** Persons who must cross the border regularly (daily/weekly) to go to their normal place of employment, including critical infrastructure workers (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing) who must cross the border regularly to go to their normal place of employment, provided they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.

Note: Regular has been defined as daily or weekly in the context of the exemption. This exemption applies to persons who must cross the border regularly to go to their normal place of employment on either side of the Canada-US border.

Medical Support

- **OIC 23 - s.6(h):** A person who enters Canada for the purpose of providing medical care or transporting essential medical equipment, supplies, or means of treatment, or delivering, maintaining, or repairing medically-necessary equipment or devices, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.
- **OIC 23 - s.6(c):** A person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response.
- **OIC 23 - s.6(i):** A person who enters Canada for the purpose of receiving essential medical services or treatments, within 36 hours of entering Canada, other than services or treatments related to COVID-19.
- **OIC 23 - s.6(j):** A person permitted to work in Canada as a student in a health field under paragraph 186(p) of the Immigration and Refugee Protection Regulations who enters Canada for the purpose of performing their duties as a student in the health field, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.
- **OIC 23 - s.6(k):** A licensed health care professional with proof of employment in Canada who enters Canada for the purpose of performing their duties as a licensed health care professional, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.



Note: In order for a licensed health care professional with proof of employment in Canada to be exempt from quarantine (s.6(k)) their primary purpose of entry into Canada must be to perform their official duties as a licensed health care professional. Knowing in advance of leaving they are scheduled to work upon return is not sufficient grounds in the majority of situations, as in theory they can then plan accordingly. Potential scenarios and application of the requirements:

- In most cases, a licensed health care professional who works in Canada who travels outside the country for personal reasons, and returns to Canada would be required to quarantine as their primary purpose of re-entry is to return to their place/country of residence.
- A licensed health care professional was called back to work by their employer unexpectedly, and they are required to provide their services within 14 days of their entry to Canada, they would be exempt (i.e. not simply because they are scheduled to work upon return from travel as they are likely to know this in advance).
- A foreign national licensed health care professional with proof of employment in Canada who is required to provide their services within 14 days of their entry to Canada would be exempt

PHAC Contact Information Collection (Compliance and Monitoring)

Travellers seeking entry into Canada are required to provide their contact information. Consult the annex titled PHAC Contact Information Collection (Compliance and Monitoring) for all relevant information.

Mask or face covering Requirement

If required, the BSO will ask a traveller to remove their face covering for the purpose of identity verification. In such cases, the BSO is to ensure the traveller is at a 2m distance from the BSO when not wearing a face covering or mask.

Important: PHAC has the responsibility to procure the masks for travellers. CBSA internal stocks of PPE are not to be used for travellers.

Note: For any traveller who has responded "YES" to PHAC Q1, at the earliest opportunity the BSO is to issue a mask kit and then follow the procedure outlined in the section "YES" to PHAC screening question (Symptoms based)".

Travellers Required to Quarantine or Isolate

Every person who enters Canada and who is required to quarantine or isolate themselves under this Order must, in the following circumstances, wear a non-medical mask or face covering that a screening officer or quarantine officer considers suitable to minimize the risk of introducing or spreading COVID-19 :

- a) while they are entering Canada; and
- b) while they are in transit to a place of quarantine or isolation, a health care facility or a place of departure from Canada, unless they are alone in a private vehicle.

Important: If a traveller required to quarantine or isolate arrives at a POE without a non-medical mask for face covering, they are to be provided with a PHAC mask kit, and advised to put it on.

If the traveller refuses to wear a non-medical face covering or mask, they are to be referred to PHAC.

- The BSO is to mark "QO-MASK" if required.



Exempt Persons

Every person who enters Canada and who, by virtue of section 6, is not required to quarantine themselves must, wear a non-medical mask or face covering that a screening officer or quarantine officer considers suitable to minimize the risk of introducing or spreading COVID-19 when:

- a) they are in public settings where physical distancing cannot be maintained.

Important: Any exempt person who is required to undergo a secondary examination and not able to maintain 2 meter physical distancing should be provided with a PHAC mask kit and asked to don it.

Note: On a case by case basis, a BSO may exercise their discretion to impose a reasonable measure for the purpose of preventing the introduction and spread of a communicable disease in accordance with subsection 15(3) of the Quarantine Act. Depending on the circumstances, requiring an exempt person to wear a face covering or non-medical mask may be considered to be a reasonable measure. It is essential that the authority is to be exercised on a case-by-case basis. BSOs must be able to explain their rationale for requiring an exempt person to wear a mask pursuant to 15(3) of the Quarantine Act. .

Note: The BSO is not required to provide a mask kit to exempt persons who do not have one unless they are symptomatic, or the BSO exercises their authority under section 15(3) of the Quarantine Act and requires the traveller to don one as a reasonable measure.

If a traveller refuses to comply with a reasonable measure imposed by a screening officer/BSO in accordance with 15(3) of the Quarantine Act, the officer should immediately inform a QO and seek assistance from local police of jurisdiction.

Suitable Face Covering or Non-Medical Mask

Non-medical face masks are protective layers of absorbent fabric (such as cotton) that snugly fit over the nose and mouth and are secured to the face with ties or ear loops. These masks prevent respiratory droplets from contaminating others or landing on surfaces.

Masks or coverings should:

- Be made of multiple layers of absorbent fabric (such as cotton)
- Cover the mouth and nose without gaps
- Fit securely to the head with ties or ear loops
- Allow for easy breathing
- Be changed as soon as possible if damp or dirty
- Stay the same shape after machine washing and drying

Additional guidance related to determining if a non-medical mask or face covering is considered appropriate can be found in the document titled *Guidance on Appropriate Non-Medical Masks or Face Coverings*.

Personal protective equipment:

Please refer to the shift briefing bulletin [2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#).



Land, Rail, Ferry Modes:

BSOs will ask the mandatory screening questions and make the appropriate referrals to a PHAC QO as required. BSOs at PIL will be required to ask all relevant questions to the travellers directly.

For any traveller who indicates they have a cough, difficulty breathing, or feel that they have a fever, the PIL BSO will refer the traveller to secondary and advise the secondary BSO of the situation and the need to refer the traveller to a QO for a suspected symptomatic case.

Depending on the set up of the port of entry (POE), either the PIL or secondary BSO will direct the traveller to park their vehicle on the far side of the secondary area.

The BSO will ask the traveller to remain in the vehicle, and contact a PHAC QO for further questioning and health assessment. If it is not feasible for the traveller to remain in the vehicle, and in case of bus travellers or pedestrians, the ill person will be escorted to an isolation room.

Processing of travellers arriving on buses and trains: At locations with bus and train PIL, all passengers should be processed through standard PIL. At locations without bus or train PIL, BSOs should make every effort to afford travellers privacy when conducting screening under the Quarantine Act. If an ill traveller is identified on a bus or a train, the BSO will confirm a symptomatic case definition and contact a PHAC QO. The BSO will, if feasible, not release other bus or train passengers and explain the situation to the QO. The QO will make a decision whether or not further follow-up is required with respect to other travellers on the bus or the train car where the ill person was seated.

Air Mode:

BSOs will ask the mandatory screening questions and make the appropriate referrals to a PHAC QO as required.

Travellers will be asked the PHAC health screening symptoms-based question and declaration in-person or at a kiosk.

Note: The additional questions related to quarantine will be asked on the ArriveCAN mobile application or by BSOs directly either at PIL or by the podium / triage / referral / document verification officer depending on POE specific operations and setup. These questions are not available at the kiosk.

Quick Reference Kiosk Referral Codes:

- Primary Inspection Kiosks (PIK): If the traveller answers the question in the affirmative, the PIK receipt will be marked with the number 1 at position #8 of the referral coding zone at the top of the receipt to indicate that the traveller answered Yes to the PHAC Special Other Government Department (SOGD) question.
- New NEXUS kiosks: If the traveller answers in the affirmative to the question, the NEXUS receipt will be marked with the number 1 of the referral coding zone at the top of the receipt to indicate that the traveller answered Yes to the PHAC SOGD question.
- Old NEXUS kiosks: If the traveller answers in the affirmative to the question, the kiosk receipt will display "PH".
- Automated Border Clearance (ABC) kiosks: The number 1 will appear in the last numeric spot on the second line of coding.

Actions required by BSOs working at the Telephone Reporting Center (TRC) and BSOs and superintendents working at verification offices:

Consult shift briefing bulletin [2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures \(consolidated\)](#) for the Telephone Reporting Centre and Verification Offices.



Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures. Superintendents will ensure that officers promptly acquit all referrals in the Secondary Processing (SP) application.

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the POEs for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: [2020-HQ-AC-02-08-B Reporting – COVID-19](#) for reporting instructions and more information.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

[2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection \(Compliance and Monitoring\)](#)

[2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#)

[2020-HQ-AC-04-08 COVID-19 – Marine mode enhanced border measures](#)

[2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States](#)

[2020-HQ-AC-03-26-B: Restricting the non-essential travel to Canada of U.S citizens and other foreign nationals arriving from the United States \(all modes\)](#)

[Annex A: Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel](#)

[Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation](#)

[Quarantine Standard Operating Procedures](#)

[Job aid: Role of the BSO \(screening officer\)](#)

[2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#)

[2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus \(2019-nCoV\)](#)

[Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#)

Handouts and Pamphlets

- [For travellers without symptoms returning to Canada](#)
- [For travellers with symptoms returning to Canada](#)
- [For persons exempt from mandatory quarantine](#)
- [Canadians crossing the border daily to attend school in the United States](#)

Issued by: Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	COVID-19 – Marine Mode Enhanced Border Measures	
Date:	April 3, 2020	Updated: August 30, 2020

Details:

This shift briefing bulletin describes the enhanced border measures in the marine mode, including the processing of commercial and pleasure craft crew, passengers and supernumeraries. The bulletin must be read in conjunction with

- [2020-HQ-AC-03-26-B, Restricting the Non-essential Travel to Canada of U.S Citizens and Other Foreign Nationals Arriving from the United States \(All Modes\)](#),
- [2020-HQ-AC-03-25-B, COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)](#),
- [Annex to 2020-HQ-AC-03-25-B, PHAC Contact Information Collection \(Compliance and Monitoring\)](#), and
- [2020-HQ-AC-05-15 - COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#)

Note: Until expired or rescinded, Transport Canada's, "[Interim Order No. 3 Respecting Passenger Vessel Restrictions Due to the Coronavirus Disease 2019 \(COVID-19\)](#)" prohibits cruise ships carrying 500 or more persons on board from arriving in Canada. Furthermore, while the Public Health Agency of Canada (PHAC) Orders in Council (OIC) are in force, small cruise ships and tour boats carrying passengers for leisure and tourism purposes will not be permitted to enter Canada.

Note: The processing of ferries is addressed in shift briefing bulletin [2020-HQ-AC-03-25-B, "COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation \(All Modes\)"](#).

For further details in the scenario, click on the hyperlink, which is linked to the appropriate section in this bulletin.

Scenario	Action
Innocent passage – exempt from reporting, unless the vessel anchors, moors or comes alongside another vessel	No action needed unless the vessel anchors, moors or comes alongside another vessel, then quarantine and masks apply
Transiting through the Welland canals/locks	Discretionary travel and is prohibited. Must hire a captain/crew to reposition the vessel
Returning to Canada via pleasure craft through the New York Canal System	Canadian citizens (CCs)/permanent residents (PRs) must report to the CBSA, and referred to quarantine officer for quarantine instructions
Loop movement for fishing, touring, etc. in Canadian waters	Foreign nationals (FNs): Discretionary travel and is prohibited
Loop movement for leisure, touring, etc., in foreign waters	CCs/PRs: Exempt from quarantine



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<u>Entering Canada on a vessel</u> <u>Vessel clearance</u>	<u>Processing commercial crew: Must answer PHAC health questions and clear customs/immigration before disembarking</u>
<u>Travel restrictions for supernumeraries</u>	Quarantine is case dependent; must wear a mask
<u>Crew Discharge</u>	Quarantine required until repatriation flight; must wear a mask
<u>Crew sign-off</u>	Exempt from quarantine; must wear a mask
<u>Crew joining a vessel</u>	Exempt from quarantine unless waiting for vessel to arrive in Canada; must wear a mask
<u>Marine research vessels approved by Global Affairs Canada</u>	Exempt from quarantine
<u>Crew arriving by pleasure craft</u>	Non-discretionary trip: Exempt from quarantine Discretionary trip: Direct Back, prohibited entry
<u>Importing a pleasure craft</u>	Quarantine and entry are case dependent
<u>Repositioning pleasure craft from storage/repair</u>	Quarantine and entry are case dependent
<u>Vessel going for repair in Canada</u>	Allowed entry and exempt from quarantine
<u>CBSA services suspended</u>	Quarantine and entry are case dependent
<u>CBSA interaction with RCMP</u> Boater meets exception from reporting, in between ports of entry	Quarantine and entry are case dependent
<u>Law enforcement officers / Shiprider</u>	Officers on these vessels are exempt from quarantine and permitted entry
<u>Prohibited entry but require fuel and provisions</u>	Require to quarantine and wear masks while in port

Note: Border services officers (BSOs) are to wear the appropriate personal protective equipment as per Annex to 2020-HQ-AC-03-25-B, "COVID-19 - Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes).

All travellers/crew who are exempt from quarantine must provide contact information as per Annex to 2020-HQ-AC-03-25-B, PHAC Contact Information Collection (Compliance and Monitoring).

Scenarios/Definitions:

Innocent passage

Persons on board vessels transiting Canadian waters, including inland waters, directly from one place outside Canada to another place outside Canada are not required to report to the CBSA and



are not affected by the prohibitions of entry. This is referred to as the "right of innocent passage". The prohibition of entry does not apply to vessels carrying foreign nationals entering Canada for the exclusive purpose of transit provided that all person on board do not land in Canada and the conveyance does not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law. The transit movement must be direct, continuous and uninterrupted, and the route reasonable to the purpose of transit.

Note: Travellers exercising the right of innocent passage do not have to be asymptomatic; however, any ill travellers still have to be reported to the CBSA if the persons on board are required to present and report to the CBSA.

If transiting vessels do anchor in Canadian waters, persons aboard them must present and report to the CBSA as per ss.11(1) and ss.12(1) of the Customs Act according to the established procedures. BSOs will process the vessel and travellers on board, confirm that they are in transit, ask enhanced screening questions to determine if any travellers are symptomatic (to determine if an additional order is required from PHAC), and, unless compelling reasons exist to request an examination, will allow the vessel and travellers to continue with their transit.

Transiting travellers are subject to the mandatory quarantine requirements should they make landfall in Canada. They may make only non-discretionary, essential stops along the way (e.g., facilities use, refueling or acquiring essential supplies). Travellers will be asked to practice physical distancing and are required to wear a non-medical mask or face coverings during these stops. Additionally, for any period of time in which they are not travelling, for example, if required to spend the night, they will be required to remain on their boat. If that is not possible, then a hotel may be used for quarantine purposes until the travellers are ready to resume their trip.

Loop movements or circuitous routes for discretionary leisure purposes (e.g., tour boats, whale watching vessels, sightseeing, touring, pleasure or guided fishing) are prohibited.

Travel through canals and locks – Foreign Nationals

Travel through canals and locks for United States (US) boaters trying to go from one point in the US to another point in the US via lock systems in Canada for discretionary, optional, leisure reasons is prohibited by the OIC. Such movements are not considered innocent passage. As such, these vessels are not exempt from presentation and reporting requirements under the *Customs Act* and must report to the CBSA, at which point BSO will apply the prohibition of entry OIC and direct the boaters back to the US.

Travel through canals and locks – Returning Canadian Residents

The New York Canal System (NYCS) has opened all of their locks, which flow into Lake Ontario and Lake Erie. With that, it is anticipated that Canadian citizens and permanent residents will return to Canada via the NYCS and potentially transit through the different Canadian canal system on their way home. **When these boaters report to the CBSA, BSOs are to call their local PHAC quarantine officer (QO) for guidance in all cases. The QO will then give instructions on what to do for quarantine based on their situation.**

Canadian boaters entering US waters

PHAC has determined that Canadian boaters who simply transit or tour in US waters (loop movement) will not be required to quarantine when they re-enter Canada. However, at any point that an officer (RCMP/Shiprider on the water or a BSO at a marina) suspects that the returning Canadian boater might not have met conditions for the exceptions from presentation and reporting (e.g., officers saw the vessel land on the US shore, moor alongside another vessel in US



waters, etc.), the officer may require that the travellers present and report, process the arrival and issue the direction to quarantine, as required.

Advance notification of illness on board vessels

As per the Quarantine Act, prior to arrival of a vessel at its destination in Canada, the vessel operator must inform a PHAC QO, or cause a QO to be informed, if any person, cargo or other things on board the conveyance could cause the spreading of a communicable disease.

In practice, this notification may occur while the carrier:

- Submits a Pre-Arrival Information Report (PAIR) to Transport Canada (TC) Marine Safety and Security;
- Submits a Pre-Arrival Notification (PAN) to the CBSA National Targeting Centre (NTC); or
- Signals an intention to participate in a vessel traffic management through the Canadian Coast Guard (CCG).

There is no legal obligation on the carrier to send this information to the CBSA nor is there an authority for the CBSA to demand this information - it's a voluntary process. This means that there may be situations when the CBSA will not be advised but PHAC will, or TC or potentially the CCG.

If a notification about an illness on board is received from the carrier by the NTC, the NTC will immediately notify the Border Operations Centre (BOC), who will contact the PHAC Notification Line and relay the information to a QO. The NTC will also advise the CBSA marine operations at the vessel's intended first port of arrival (FPOA) of the situation. If TC or the CCG receive this information, they will advise PHAC accordingly and the information will be shared among the Marine Security Operations Centre (MSOC) partners, including the CBSA. PHAC will also send the notification to BOC. Once the PHAC assessment is completed, PHAC will notify BOC of the results: health concerns are negated or, if health concerns are confirmed, what action will be taken with respect to the vessel and its crew and passengers (MEDEVAC of ill crew/passenger, isolation or quarantine of selected persons on board the vessel, disembark of all crew/passengers for on-land quarantine, etc.). BOC will relay this information to the NTC, who will advise CBSA regional operations accordingly.

Note: The PHAC assessment will be completed no sooner than the 24 hours out mark. It has been agreed that at 24 hours out, most vessels are in Canadian territorial waters, and, therefore, subject to the provisions of the Quarantine Act.

Any concerns identified with the vessel and details of PHAC's assessment will be communicated by the NTC through the Vessel Analysis and Targeting System (VATS) and direct communication with the CBSA regional office.

The following message is currently being pushed in VATS to the ports of entry (POE) clearing cargo vessels:

Note: Effective immediately, all health concerns reported to the CBSA by the vessel operator will be forwarded to a PHAC quarantine officer for review and assessment. In cases of concern, PHAC will advise the CBSA accordingly and the vessel referral notes will reflect PHAC's concerns.

As PHAC's assessment is likely to occur not earlier than at 24 hours out, it is imperative that officers consult referral notes prior to boarding the vessel for any updates and instructions.



If no health issues are reported on the arriving vessel, the vessel will undergo clearance as per the standard CBSA procedures, taking into consideration the enhanced measures for screening of persons under the Quarantine Act.

Vessel Clearance process

The vessel clearance process must be followed as per D3-5-1 Marine Pre-Load/Pre-Arrival and Reporting Requirements, starting at section 204. The crew is not cleared until the inward package that includes: form E1, Ships Stores Declaration; Crew List (FAL form 5) and Passenger List (FAL form 6), if applicable; the form BSF552, Crew's Effects Declaration is presented to the nearest CBSA office designated for the clearance of vessels, which must be stamped by the CBSA and sent back to the originator, prior to any persons being allowed to disembark or embark the vessel, or any cargo being discharged. Any crew member who disembarks prior to the clearance is subject to enforcement action.

Travel restrictions

Foreign national crew members arriving on cargo vessels, who are engaged in the operation of the vessel, are considered essential workers and are exempt from the restrictions of the PHAC OICs provided they are asymptomatic. Passengers and supernumeraries, however, would not generally meet the exceptions under the OICs as their presence in Canada is discretionary. This means they cannot disembark the vessel anywhere in Canada, unless they are disembarking with their discharging crew family member and returning home. **Note:** Please see section on commercial and research fishing vessel for a special exemption for certain supernumeraries engaged in activities on these vessels.

Please refer to shift briefing bulletins 2020-HQ-AC-03-26-B, "Restricting the Non-essential Travel to Canada of U.S Citizens and Other Foreign Nationals Arriving from the United States (All Modes)", and 2020-HQ-AC-03-26, "Prohibiting Certain Foreign Nationals from Entering Canada from any Country Other than the United States" for exceptions from entry prohibitions.

Note: There may be cases where authorized supernumeraries may enter Canada to join a vessel to perform work on the vessel. These may be technicians specified by a government, manufacturer, or the manufacturer warranty, as required to maintain or repair equipment necessary to support critical infrastructure (energy and utilities, information and communication technologies, finance, health, food, water, transportation, safety, government and manufacturing, e.g., superintendents sent by a shipping company, service engineers, etc.). Upon arriving at a POE, those who fall under the above categories will not be prohibited from entering the country. These supernumeraries may enter and depart the vessel without the 14 day quarantine requirement.

While reviewing crew and passenger manifests in advance of the vessel's arrival in Canada, the NTC will advise the captain that persons who are non-essential to the operation of the vessel (i.e., any person who is not a crewmember or an essential supernumerary as described above) are subject to the restriction of entry and not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order and advise the regional CBSA marine operations.

When clearing vessels, marine border services officers (BSO) may exercise discretion in cases of some persons (discharged crew or non-essential supernumeraries) transiting Canada on vessels heading from the United States or Canadian ports ocean-ward (e.g., bulk ships in the Great Lakes going up through the Seaway), if the passage is not optional/non-discretionary and necessary to transport the person out of Canada to their country of residence. In such cases the person should be instructed to quarantine on the vessel and not leave the ship under any circumstances while the vessel is transiting through Canadian waters. BSOs should fill out forms BSF502, Notice to



Transporter and BSF502-1, Obligation to hold a person on a vessel and provide these to the captain.

Processing of cargo vessels

Prior to commencing the screening, it is recommended that BSOs first question the captain to determine if any crew members might be ill, even when there was no advance indication of illnesses on board.

BSOs will follow the enhanced screening process contained in shift briefing bulletin 2020-HQ-AC-03-25-B, "COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)" **and make every effort to visually inspect all persons on board for signs of illness or disease and ask specific enhanced screening question, "Do you currently have a cough, difficulty breathing, or feel you have a fever?"**

If there are no health concerns, asymptomatic crew remaining on board (who are not signing off in Canada – see the section below for crew discharges) will **not** be instructed to quarantine for 14 days while in Canada. The vessel processing, examination and clearance may continue according to the standard processes, and the crew will be free to continue with their normal duties associated with the operations of the vessel once the vessel is cleared. However, if any crew, passenger or supernumerary appears to be ill, or answers "Yes" to the enhanced screening question, BSOs will refer the traveller to a PHAC QO for a health assessment.

Important: BSOs are to follow procedures for contacting the PHAC Notification Line contained on the Screening Officer Cue Cards, shift briefing bulletin 2019-HQ-AC-05-15, and in the Quarantine Standard Operating Procedures. PHAC Notification Line: **1-833-615-2384**.

If there are any asymptomatic passengers or non-essential supernumeraries on board the vessel, BSOs will advise the captain that they are not permitted to enter Canada. As such, they are to be kept on board the vessel and are not allowed to disembark while the vessel is in Canada, unless they are disembarking with their discharging crew family member and returning home. Forms BSF502 and BSF502-1 should be filled out for those remaining on board. BSOs will advise the PHAC Notification Line about the presence of passengers or non-essential supernumeraries on board the vessel for subsequent monitoring of compliance. Once the vessel is cleared for entry to Canada, BSOs are not responsible for ensuring that passengers or supernumeraries remain on board at the subsequent ports of call in Canada; however, any information regarding non-compliance should be reported to PHAC as per the established protocols (2020-HQ-AC-03-29, "Non-compliance with a mandatory order to self-isolate").

Asymptomatic crew on commercial vessels are required to fill out the Coronavirus Form (traveller contact information), or complete ArriveCAN, as per Annex to 2020-HQ-AC-03-25-B - COVID-19 - Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes) .

Note: BSOs should have a supply of the three PHAC Coronavirus Handouts, BROWN (information for asymptomatic exempted essential workers), GREEN (asymptomatic person who must quarantine) and RED, should they need to provide one to persons on board the vessel.

The CBSA will make every effort to attend every vessel in person. However, in cases where in-person verification is not possible or feasible, vessels may be cleared by telephone on condition that the enhanced screening measures are followed. BSOs will question the captain with respect to the health status of all on board and make a referral to a PHAC QO if any issues are identified. The BSO will also remind the transporter of their obligation not to let anyone on board who is not exempted under the OICs (i.e., passengers



or non-essential supernumeraries) to disembark the vessel or else they are liable under s. 258.1 IRPR.

Crew departing a vessel in Canada

At FPOAs, the vessel will be required to provide names of all crew being discharged or signed-off at the FPOA or at any subsequent ports of call in Canada. Officers must identify if the crew member is being discharged (cessation of duties by termination of employment) or is signing off (a break in duties due to time off).

Discharged crew (Enforcement Manual 17, Section 8.6):

The master must immediately notify a CBSA officer when a crew member, who is not a Canadian citizen or permanent resident is discharged [R268(1)]. Once their employment status is terminated by the transporter, a foreign crew member retains temporary resident status for 72 hours after entry to Canada. This period may be shortened or lengthened by a BSO where warranted (e.g., no flight availability). In such a case, the passport or seaman's book carried by the discharged crew member should be stamped and the code letter C followed by the expiry date should be written below the port stamp impression. The name of the vessel should be written under the expiry date.

Crew signing off:

Crew members signing off do not have a prescribed timeframe within which they must leave Canada. Enforcement Manual 4, Section 13.24 states for a seafarer who is signing off a vessel, a BSO during a secondary examination can consider issuing a Visitor Record if they are of the opinion there is a need to document the seafarer's entry for control purposes, regardless of the length of stay.

Financial Liability for Crew Members

Regardless of the circumstances, commercial transporters are liable for all costs related to the departure and removal of their crew members from Canada. They are also liable for the costs of all medical treatment administered in Canada.

During FPOA processing, the CBSA will make every effort to meet all crew being discharged/signed-off from the vessel to visually screen them for signs and symptoms of an illness prior to the crew being admitted. If this is not possible or feasible, BSOs will advise discharging/signing-off crew, via phone, to wear a mask and maintain physical distancing. The BROWN pamphlet can be emailed to the vessel for distribution.

Note: PHAC has provided direction that all discharged/signed-off crew are covered by the exemption from the quarantine order. As such, asymptomatic discharged crew will be processed as follows:

- Canadian crew returning home will **not** be required to quarantine for 14 days; however, they do need to wear a mask on their trip home (to be provided by the BSO, if possible). The BSO may also advise the person to take every precaution and maintain physical distancing on the way to their residence. The BSO will provide the BROWN pamphlet to discharged crew members.
- Foreign crew, and their families (supernumeraries), will be permitted to go directly to an airport to depart Canada and will be advised to take every precaution and maintain physical distancing during their trip.



- Any discharged/signed-off crew, and their family member(s), who will be taking a flight home, will be provided with a mask kit and instructed to wear the surgical mask during their travel home and to immediately contact a local health authority should they become ill during their travel. The BSO will provide the BROWN pamphlet to discharged crew members.

During FPOA processing, these instructions will also be issued to crew intending to sign-off/discharge at a subsequent port of call in Canada.

Shore leave

The CBSA does not prohibit shore leave for crew. However, the captain of the vessel may do so in the interest of the health and safety of the crew.

Foreign nationals joining vessels in Canada

As per R184(2)(b) foreign nationals arriving in Canada to become a crew member must join the means of transportation within the period imposed as a condition of entry or, if no period is imposed, within 48 hours after they enter Canada. Enforcement Manual 4, Section 13.26 states for a foreign national seeking entry to join a crew of a vehicle already in Canada, a BSO should impose a condition that would require them to join the means of transportation within a specified period of time [R184]. The BSO should allow a reasonable period within which the person can join the conveyance.

While waiting to join the vessel, all foreign crew must wear a face mask or covering, quarantine themselves in a suitable place (hotel) and otherwise practice physical distancing until they are ready to join the vessel.

Commercial fishing vessels

Foreign crew on commercial fishing vessels are authorized to enter Canada for the purpose of carrying out fisheries-related activities and are not required to quarantine (subject to stricter provincial requirements). These exceptions do not apply to persons who show symptoms of COVID-19.

Crew returning to Canada directly from fishing grounds beyond Canada's territorial sea are also exempted from a 14-day quarantine requirement.

Note: Specific to the fishing industry, there are exemptions from entry prohibition and requirement to quarantine for certain asymptomatic supernumeraries including observers, scientists, inspectors and other supporting commercial and research fishing-related activities, who enter Canada aboard a Canadian or foreign fishing vessels, for the purpose of carrying out fishing or fishing-related activities, including offloading of fish, repairs, provisioning the vessel and exchange of crew.

Marine Scientific Research Vessels

Vessels engaged in research that are operated by or under the authority of the Government of Canada, or at its request, or operated by a provincial government, a local authority or a government, council or other entity authorized to act on behalf of an Indigenous group are exempt from the travel restrictions and requirement to quarantine provided that all persons remain continuously on board the vessel. All persons aboard these vessels, whether crew member, supernumerary or other, qualify for the exemption.

Vessels that wish to conduct marine scientific research activities in Canada must apply to the interdepartmental Marine Scientific Research (MSR) authorization committee, led by Global Affairs



Canada. Once the MSR vessel receives approval, the Foreign Expeditions and Arctic Research (FEAR) program within CBSA will advise the POE of the arrivals. For reporting purposes, the crew includes all persons employed aboard, such as scientists, technicians and divers as per IRCC Enforcement Manual 17, section 5.12. As such, the crew are exempt from quarantine under the OICs.

Processing of pleasure craft at direct reporting sites

Pleasure craft arriving in Canada may report to the CBSA at Direct Reporting Sites for Marine Private Vessels (DRS/M) for in-person clearance or at Telephone Reporting Sites / Marine (TRS/M) by calling the Telephone Reporting Centre (TRC).

Note: Please refer to shift briefing bulletin [2020-HQ-AC-05-15](#), "COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices" for information on processing of pleasure that report through the TRC.

All private pleasure craft reporting at DRS/Ms will be met and cleared by the CBSA in person. A BSO will conduct full questioning of all foreign national travellers with respect to the purpose of travel (discretionary vs non-discretionary) and visually inspect all persons on board for signs of illness or disease and follow the established enhanced screening protocol. Persons arriving from the United States who do not meet exceptions under the PHAC OICs will be directed back to the United States as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR). Persons arriving from other countries will be offered the option to withdraw their application to come to Canada.

Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, officers will follow instructions in the operational bulletin [OBO-2020-021](#), "Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic".

Importation of pleasure craft by water

Important: PHAC OICs do not impact the cross-border movement of goods, including conveyances..

Persons entering by right (CCs, PRs, and registered Indians) may navigate any type of vessel without any entry restrictions. They may report to any designated marine port, even if service has been suspended.

Furthermore, PHAC has determined that persons hired on an employment agreement engaged in movement of conveyances across the border (commercial importation or repositioning of private vessels) are exempt from the prohibition of entry and subsequent quarantine.

Note: Persons entering by right who are not under hire to operate the vessel in the cross-border movement (i.e., not crew members), while not subject to entry prohibitions, must quarantine for 14 days upon arrival in Canada.

Commercially imported marine pleasure craft:

Marine dealers (who do not meet the definition of a commercial carrier) importing pleasure craft by water may continue to avail themselves of TRC reporting and qualify for a commercial goods release under the Hand Carried Goods Release Process (as per the [TRC procedures](#)). The processing for the clearance and accounting of these vessels has not changed, and these importations should be cleared as per the standard commercial clearance mechanisms.



Repositioning of private boats by hired persons:

Private boat owners whose vessels are stored or will be stored on either side of the border, may hire on contract a foreign national or a Canadian vessel skipper/captain to retrieve their vessel from storage and reposition the vessel across the border.

To facilitate the entry of hired skippers to Canada, the employer (the Canadian or the US vessel owner, whatever the case) must provide the employed person a written contract describing the required job remuneration, etc. The hired person may enter Canada by land or another vessel when coming to pick-up a vessel for export, or by water when dropping off a vessel in Canada.

Removal of foreign vessels from storage/repair in Canada:

Foreign national pleasure craft owners who can demonstrate to a BSO an urgent need to export their vessels from Canada (e.g., for their business abroad, livelihood, or for the care of, or providing supplies to, a vulnerable person abroad), are permitted to enter Canada. The vessel owner arriving to retrieve their vessel may present themselves at any POE. The person must wear a mask upon arrival in Canada, for the duration of their activities in Canada, and on their way out from Canada, and maintain personal distancing at all times while in Canada. BSOs are to use their discretion when encountering these situations.

Foreign vessels entering Canada for repair:

Foreign vessels used for recreational, touring or leisure purposes have sought and will continue to seek entry into Canada for repairs, especially as the boating season comes to an end. These vessels are allowed to enter Canada as long as the vessel has a crew or a person is hired to reposition the vessel as outlined above. Passengers/owners may not be onboard when this movement is made.

Marinas where CBSA service has been suspended:

Exempt vessels being imported or repositioned to Canada are still permitted to report to the CBSA at designated marine ports of entry. If there are no open designated marinas in the area, the CBSA will facilitate the clearance at one of its other sites even if the service has been suspended at those locations. **If a request for such a vessel movement is received in advance, the local CBSA office may make arrangements with the importer for the best location where the report and inward processing may be conducted.** Please refer to shift briefing bulletin [2020-HQ-AC-05-15](#), "COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices" for information on the use of marine reporting sites where the CBSA services have been suspended.

Pleasure craft meeting exceptions from presentation and reporting under the Customs Act

Vessels arriving in Canadian waters carrying persons who meet the presentation and reporting exceptions found in subsections 11(5) and 12(5) of the Customs Act. As such, these persons are not required present themselves to a screening officer at the nearest entry point as required by section 12 of the Quarantine Act. However, these travellers are still subject to travel restrictions and prohibitions outlined in the PHAC OICs. The CBSA has no authority to intercept these vessels in Canadian waters as these are considered between-POE interceptions, which can only be carried out by the Royal Canadian Mounted Police (RCMP).

RCMP officers are customs officers under the Customs Act and screening officers under the Quarantine Act. As such, vessel passage and report information may be shared with RCMP marine patrols or land patrols tasked with enforcing COVID-19 border management measures.

RCMP marine patrols will be liaising with the TRC to determine a vessel's status in Canada. In



the case of boaters who have not reported to the TRC because they meet the exceptions from presentation and reporting in the Customs Act, RCMP officers will require them to report to the CBSA [as per the residual authorities in ss.11(5) and ss.12(5)] and conduct screening under the Quarantine Act and the primary questioning as per standard procedures. If any symptomatic travellers are on board who do not require immediate medical assistance, and/or if it is determined that the traveller's entry to Canada is discretionary and travellers do not meet the exceptions from restrictions in the OIC, the BSO will instruct the boater and persons on board to leave Canadian waters immediately [direct back as per R41(d) or allowed to leave, whichever is applicable].

Note: The RCMP has no authority to issue a direct back or an allowed to leave under IRPR; however, police officers have their own authorities to enforce the OICs. RCMP officers will request that a BSO issue a direct back in cases when a foreign boater:

- 1) does not voluntarily leave;
- 2) has been previously warned about discretionary/non-essential travel; or
- 3) must present and report to the CBSA as per section 11 of the Customs Act (made landfall, anchored, made contact with another vessel, etc.).

These passages will be entered into the TRCS and suitable notes entered on the passage and, if an allowed to leave or a direct back is issued by a BSO, the immigration enforcement action will be documented in the GCMS.

Important: If an RCMP officer contacts the TRC or any other CBSA office, with a request for a BSO to issue a direct back to foreign nationals intercepted in Canadian waters, BSOs will do so and record it in the GCMS.

In certain geographical areas, RCMP marine patrols and other local police of jurisdiction marine patrol units may also be tasked to intervene if it is confirmed that a boater has willfully disregarded CBSA's direction to depart Canadian waters. BSOs and superintendents at the TRC and verification offices are expected to have awareness as to contact information of all law enforcement marine patrol services in their area of responsibility.

Law enforcement officers and Shiprider operations

Canada-US Shiprider program, officially known as Integrated Cross-border Maritime Law Enforcement Operations are jointly crewed vessel with Canadian and US law enforcement officers (LEO) on board who patrol the water and are authorized to cross the international boundary lines without reporting. As such, US Law Enforcement Officers who transit through Canada are permitted entry as their travel is considered non-discretionary since it is part of their employment duties. Canadian LEOs/RCMP who transit through the US, as well as US LEOs who transit through Canada, are exempt from the 14 day quarantine period.

Vessels with foreign nationals prohibited entry to Canada that require refueling and provisions

While the OICs prohibiting the entry of foreign nationals are in force, vessels arriving from many foreign locations (Caribbean, the Azores, or even some areas of the US), may require provisions of fuel, water and food, etc., prior to being able to leave Canada. These vessels may have foreign nationals on board who are prohibited from entering Canada under the OICs. The captain of the vessel will be instructed that no foreign nationals who are onboard and who are prohibited from entering under the OIC are allowed to leave the vessel during its short stay in Canada.

The BSO will issue an allowed to leave or a direct back to U.S., whichever is applicable, to all foreign nationals on board who are prohibited from entering under the OICs. The BSO will issue the BSF502, Notice to Transporter and BSF502-1, Obligation to hold a person on a vessel



[R261(1)] to the vessel operator, who will then be required to keep all foreign nationals who are prohibited from entering on board until the re-provisioning is completed.

BSOs will inform the master that every effort must be made to obtain supplies by delivery service, without anyone leaving the vessel. If this is not feasible, the processing BSO will contact the PHAC Notification Line to explain the situation and request direction on how to handle the vessel. The processing BSOs will take notes on PHAC's direction with respect to the vessel in their officer's notebook, the GCMS or the TRCS, as the case may be.

The transporter is required to satisfy an officer that all persons who were issued an allowed to leave or a direct back have left Canada. To that end, the BSO will require the captain to report to the CBSA when all re-provisioning is completed and the vessel is ready to exit Canada. This report may be made by telephone to the local CBSA office. A BSO may elect to attend the vessel's location to verify the travellers' departure from Canada. In rare cases when the local verification office is not available, the captain should be advised to contact the TRC to report that the vessel is ready to depart. In either case, wherever possible, a note should be added to the verification notes in the TRCS that the vessel has reported its exit from Canada.

Actions required by BSOs:

- BSOs in marine operations and verification offices which process small vessels are required to understand and implement the above procedures for the clearance of marine vessels as well as those contained in the associated shift briefing bulletins and operational bulletins.

Actions required by superintendents:

- Superintendents must ensure that front line officers follow the above outlined procedures.
- Superintendents will ensure that officers promptly enter examination notes in VATS and acquit all referrals in ACROSS.
- Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT.
- Verification office superintendents will report on data for conveyances met and cleared by verification offices, and the TRC superintendents will report on data for conveyances which were not met by the verification office, and which were cleared/processed by the TRC, if applicable. Verification office superintendents will also ensure that exam notes are entered into TRCS by the verification officer.
- Consult shift briefing bulletin [2020-HQ-AC-02-08-B](#), "Reporting – COVID-19 for reporting instructions and more information".

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

[OBO-2020-032, COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry](#)



Canada Border
Services Agency

Agence des services
frontaliers du Canada



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2019-HQ-AC-05-15, Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures

Quarantine Standard Operating Procedures and Job aid: Role of the BSO (screening officer)

Issued by:

Novel Coronavirus Task Force

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Shift Briefing Bulletin

Subject:	Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States
Date:	March 26, 2020 (Version 7 – Updated August 30)

This bulletin applies to foreign nationals arriving in Canada from any country other than the United States (U.S.).

This prohibition does not apply to the following foreign nationals:

- A person registered as an Indian under the Indian Act;
- A protected person within the meaning of subsection 95(2) of the Immigration and Refugee Protection Act (IRPA); or
- a person who enters Canadian waters, including the inland waters, or the airspace over Canada on board a conveyance while proceeding directly from one place outside Canada to another place outside Canada on board the conveyance, as long as the person was continuously on board that conveyance while in Canada and, in the case of a conveyance other than an aircraft, the person did not land in Canada and the conveyance did not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law and, in the case of an aircraft, the conveyance did not land while in Canada.

The new Order in Council (colloquially referred to as OIC 22), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from any Country other than the United States), has been made pursuant to section 58 of the Quarantine Act. OIC 22 has effect for the period beginning on August 30, 2020 (11:59:59 PM) and ending on September 30, 2020 (11:59:59 PM). The Order repeals and replaces the Order in Council P.C. 2020-0549 (OIC 20).

Details:

Standard to be met for entry:

Foreign nationals who are not immediate family members of a Canadian citizen or permanent resident, or not subject to a National Interest Exemption Letter:

- they must be asymptomatic for COVID-19; *and*
- their travel must not be optional or discretionary; *and*
- they must qualify for one (1) of the 24 classes of persons/exemptions in section 3(1) of the OIC (provided below).

Foreign nationals with a National Interest Exemption Letter pursuant to subsection 3(1)(k) of OIC 22:

- they must be asymptomatic; *and*
- they must be the subject of a National Interest Exemption Letter issued by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness



Immediate family members of a Canadian Citizen or Permanent Resident:

- they must be asymptomatic; and
- they must demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.

or

- they must be asymptomatic; and
- their entry is not for a purpose that is optional or discretionary.

"Immediate family member" refers to a person's:

- a) spouse or common-law partner of the person;
- b) dependent child, as defined in section 2 of the Immigration and Refugee Protection Regulations (IRPR), of the person or of the person's spouse or common-law partner;
- c) dependent child, as defined in section 2 of the IRPR, of a dependent child referred to in paragraph (b);
- d) parent or step-parent of the person or of the person's spouse or common-law partner; or
- e) legal guardian [or tutor] of the person.

Classes of Persons/Exemptions:

- a) Immediate family members of a Canadian citizen or a permanent resident as defined in subsection 2(1) of the IRPA.
- b) a person who is authorized, in writing, by an officer designated under subsection 6(1) of the IRPA to enter Canada for the purpose of reuniting immediate family members.
- c) a crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who seeks to enter Canada only to become such a crew member.
- d) a member of a crew as defined in subsection 3(1) of the IRPR or a person who seeks to enter Canada only to become such a member of a crew.
- e) a person who is exempt from the requirement to obtain a temporary resident visa under paragraph 190(2)(a) of the IRPR and the immediate family members of that person.
- f) a person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response.
- g) a person who arrives by any means of a conveyance operated by the Canadian Forces or the Department of National Defence.
- h) a member of the Canadian Forces or a visiting force, as defined in section 2 of the Visiting Forces Act, and the immediate family members of that member.
- i) a French citizen who resides in Saint-Pierre-et-Miquelon and has been only in Saint-Pierre-et-Miquelon, the United States or Canada during the period of 14 days before the day on which they arrived in Canada.
- j) a person or any person in a class of persons who, as determined by the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act: does not pose a risk of significant harm to public health, or will provide an essential service while in Canada:



- Technicians or specialists specified by a government, manufacturer, or company, as required to inspect, maintain or repair equipment necessary to support critical infrastructure (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing).
 - Persons, including a captain, deckhand, observer, inspector, scientist, veterinarian and any other person supporting commercial or research open water aquaculture-related activities, who enter Canada for the purpose of carrying out aquaculture-related activities, including fishing, transporting fish to and from the aquaculture facility, treating fish for pests or pathogens, repairs, provisioning of aquaculture-related vessels or aquaculture facilities or exchange of crew and who proceed directly to an open water facility or vessel upon entry to Canada; and
 - Officials of a foreign government, including border services officers, immigration enforcement officers, law enforcement and correctional officers, who are escorting individuals travelling to Canada or from Canada pursuant to a legal process such as deportation, extradition or international transfer of offenders.
- k) a person or any person in a class of persons whose presence in Canada, as determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest.
- l) the holder of a valid work permit or a study permit as defined in section 2 of the IRPR.
- m) a person whose application for a work permit referred to in paragraph (l) was approved by IRCC and who has received written notice of the approval, but who has not yet been issued the permit.
- n) a person whose application for a study permit referred to in paragraph (l) was approved by IRCC, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet been issued the permit.
- o) a person permitted to work in Canada as a student in a health field under paragraph 186(p) of the IRPR.
- p) a person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the IRPR.
- q) a licensed health care professional with proof of employment in Canada.
- r) a person who seeks to enter Canada for the purpose of delivering, maintaining, or repairing medically - necessary equipment or devices.
- s) a person who seeks to enter Canada for the purpose of making medical deliveries of cells, blood and blood products, tissues, organs or other body parts, that are required for patient care in Canada during or within a reasonable period of time after the expiry of the Order.
- t) a person whose application for permanent residence was approved under the IRPA, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet become a permanent resident under that Act.
- u) a worker in the marine transportation sector who is essential for the movement of goods by vessel, as defined in section 2 of the Canada Shipping Act, 2001, and who seeks to enter Canada for the purpose of performing their duties in that sector.



- v) a person who seeks to enter Canada to take up a post as a diplomat, consular officer, representative or official of a country other than Canada, of the United Nations or any of its agencies or of any intergovernmental organization of which Canada is a member, and the immediate family members of that person.
- w) a person who arrives at a Canadian airport aboard a commercial passenger conveyance and who is transiting to a country other than Canada and remains in a sterile transit area within the meaning of section 2 of the IRPR.
- x) a person who seeks to enter Canada on board a vessel, as defined in section 2 of the Canada Shipping Act, 2001, that is engaged in research and that is operated by or under the authority of the Government of Canada or at its request or operated by a provincial government, a local authority or a government, council or other entity authorized to act on behalf of an Indigenous group.

Optional or Discretionary Purpose of Travel

A foreign national is prohibited from entering Canada if the purpose of their trip is optional or discretionary, such as tourism, recreation or entertainment unless they are the subject of a NIEL, or are an immediate family member of a Canadian citizen or permanent resident and enters Canada with the intention to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days.

Note: When considering the application for entry by foreign nationals who meet all IRPA and OIC requirements, officers must not seek to apply a test of the "essential" nature of their work to Canada. For example, a foreign national who holds a valid work permit, and whose place of employment in Canada is open for business, does not have to prove that their work is an essential service. Border services officers (BSOs) must be careful not to introduce an additional layer to the standard for entry which is not specified in the OIC / SBB.

Consult [Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel\)](#) and [Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine\)](#) for more information.

Immediate family members of Canadian citizens or permanent residents

In accordance with subsection 3(4) of OIC 22 immediate family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:

- the foreign national intends to enter to be with their immediate family member who is a Canadian citizen or a permanent resident; and
- can demonstrate the intent to stay in Canada for a period of at least 15 days.

The purpose of travel for immediate family members of Canadian citizens and permanent residents of Canada is irrelevant as long they are entering to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days.

When processing a foreign national immediate family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria in ss. 3(4) set out above, or is not able to demonstrate it, the BSO is to consider the purpose of travel and all relevant



information. In other words, entry may still be permitted if they can establish the purpose for entry is not optional or discretionary.

Foreign nationals with a National Interest Exemption Letter pursuant to subsection 3(1)(k) of OIC 22:

In accordance with subsection 3(5) of OIC 22, a person or any person in a class of persons whose presence in Canada, as determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest is exempt from the prohibition from entering Canada for an optional or discretionary purpose.

These foreign nationals will be the subject of a National Interest Exemption Letter. In cases where a foreign national arrives at the port of entry with a NIEL, the purpose of travel is irrelevant. So long as the holder of a NIEL is asymptomatic, they are eligible to enter Canada.

Actions required by BSOs:

In many cases, travellers who are prohibited from entering Canada pursuant to the Quarantine Act emergency order will not be permitted by the air carrier to board a flight destined to Canada. The CBSA's Liaison Officer Network and the Air Carrier Support Centre provide carriers with guidance on the application of the prohibition abroad.

At the port of entry (POE), the BSO must first determine whether or not the traveller is displaying any COVID-19 symptoms.

Symptomatic travellers:

Regardless of the purpose of trip or exemption, the BSO is to follow the process for symptomatic travellers as outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

The BSO is to issue a PHAC mask kit to the traveller, ask the traveller to wear the surgical mask contained in the kit, and make a mandatory referral for the traveller to report to a quarantine officer (QO) for further questioning. BSOs are to follow the directions of the PHAC QO once they have made the referral.

If the QO orders a foreign national to isolate or quarantine, the BSO will defer the examination in accordance with section 23 of IRPA for the duration of the quarantine or isolation period and until such time as the person is cleared by the PHAC QO. Admissibility concerns are paused during this period in order to prioritize public health considerations. Upon being cleared by the PHAC QO, the foreign national should return to the POE to continue their examination and the BSO will, at that time, make an admissibility decision.

If the PHAC QO clears the traveller and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:

- Foreign nationals whose entry is for a non-discretionary purpose and meet an exemption – Absent any admissibility concerns, the BSO will allow the traveller to enter Canada.
- Foreign nationals whose entry is for an optional or discretionary purpose OR who do not meet an exemption – Traveller will be allowed to leave Canada as per the process for asymptomatic passengers who are subject to the prohibition outlined below.



PHAC will provide support and guidance where required. BSOs will seek guidance from their superintendent, as needed.

Asymptomatic foreign nationals who arrive at the POE and meet an exemption

A BSO will establish the purpose of the entry at the first point of contact with a traveller – at a primary inspection line (PIL) booth, NEXUS triage or at podium/triage position for kiosk enabled airports.

Air Mode: The BSO will mark the answers on the back of the kiosk receipt or the E311, CBSA Declaration Card.

Marine or ferry: If applicable, and the traveller is being referred to secondary, the PIL BSO will mark the answers on the back of the E67 (BSF235), Secondary Referral form or the E311, CBSA Declaration Card.

In all modes, BSOs are expected to use the following coding:

- Type of Travel: Discretionary "Disc".

Foreign nationals whose purpose for entry is non-discretionary, or who are immediate family members of a Canadian citizen or permanent resident and intend to remain in Canada for 15 days or more, are to be processed in accordance with existing enhanced screening measures as outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Travellers who meet an exemption but whose entry is for an optional or discretionary purpose will be treated according to the process outlined below.

Asymptomatic foreign nationals who arrive at the POE and do not meet an exemption

For asymptomatic foreign nationals who do not meet an exemption listed above, BSOs will explain that they are subject to the prohibition and not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order.

The BSO is to offer the traveller the option of withdrawing their application to enter Canada. Should the traveller withdraw their application to enter Canada, the BSO shall allow them to do so in accordance section 42 of the IRPR. The most appropriate allegation in this case is 41(a), 20(1)(b) – foreign national will not leave Canada by the end of the period authorized for their stay.

Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, the BSO is to advise them they are subject to the prohibition on entry, and that it is an offence under section 71 of the Quarantine Act which carries a maximum punishment of up to \$750,000 or a term of imprisonment of six months or both and they **may** be arrested. The officer will then offer to the traveller to withdraw their application a second time.

Should the traveller still not wish to withdraw their application, the BSO is to inform the traveller that if they continue to refuse they will be arrested. The officer will then offer to the traveller to withdraw their application a third and final time.

Should the traveller still not wish to withdraw their application, the BSO will arrest the traveller under s.163.5 of the Customs Act for committing an offence under s.71 of the Quarantine Act – failing to comply with the emergency order for prohibitions on entry. The BSO will then refer the case to the police force of jurisdiction. All CBSA procedures and policies for arrest and detention must be followed.



Should the police force of jurisdiction elect not to attend, and no other inadmissibilities apply, the traveller is to be released.

Arresting a person under s.71 of the Quarantine Act is not an offence for which BSOs can apply 36(2)(d) of IRPA. Travellers so arrested, and who are not charged by the police force of jurisdiction, cannot be found inadmissible for committing an offence on entering Canada.

Note: BSOs should use their 163.5 Customs Act authority to arrest for Quarantine Act matters only with respect to an offence under s.71 of the Quarantine Act for failing to comply with the emergency order prohibitions on entry. For other instances of non-compliance with the Quarantine Act, including a refusal to comply with reasonable measures a BSO may impose under ss. 15(3) in their capacity as a screening officer, BSOs should seek assistance from police of jurisdiction in accordance with s.18 of the Quarantine Act.

For more information please consult the Operational Bulletin titled Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

Actions required by BSOs working at the Telephone Reporting Center (TRC) and BSOs and superintendents working at verification offices:

Consult shift briefing bulletin 2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application under the appropriate headings. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: 2020-HQ-AC-02-08-B Reporting – COVID-19 for reporting instructions and more information.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus TF-GT_virus Corona.ASFC@cbsa-asfc.gc.ca.

References:

Annex A: Entry Restrictions and Exemptions - Essential / Non-Discretionary Travel and Non-Essential / Discretionary Travel

Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation

2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes))

2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection (Compliance and Monitoring)

2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices

2020-HQ-AC-04-08 COVID-19 – Marine mode enhanced border measures



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- Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic 2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States
- OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry
- OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.
- 2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus
- 2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus (2019-nCoV)

Issued by: Coronavirus Task Force



Shift Briefing Bulletin

Subject :	Reporting – COVID-19
Date :	February 8, 2020 (Updated: August 31, 2020)

Details:

The following are instructions for the gathering and reporting of data related to the COVID-19. To ensure a consistent approach for reporting by relevant ports of entry (POEs) and Regions the below-described reporting requirements must be followed.

Travellers who are potentially ill with COVID-19

In an effort to restrict distribution, Regions are asked not to use the Single Reporting Tool (SRT). Instead, report COVID-19-related events to BOC via encrypted email and carbon-copy a limited number of key regional stakeholders (i.e. not the wide regional distribution list that is embedded in the Single Reporting Tool but only to the POE's respective RDGO, CPSP, District Director and Chief of Operations).

Cases of travellers who are potentially ill with the COVID-19 are to be reported at the earliest opportunity following the interaction with travellers.

Daily Port of Entry Reporting

Ports of entry are required to input the data outlined below into the Operational Reporting Application (ORA) under the appropriate headings. This can be done throughout a shift or at the end of the evening by an overnight BSO. It is recommended that the data is inputted into ORA as soon as it is received. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT.

Note: If a mistake is found in the data for a specific date and element, an employee at that port of entry can go into the input page for that POE and date and can change the value directly in the application. Data inputters must remember to click the "save" button in the application after inputting changes to the data. This new value will be reflected in the reporting database the following day.

If a POE has no entries for all the activities listed below, they are to submit a "nil report" by entering a value of "1" into at least one available mode of travel for their POE in the new "COVID-19 / Nil Report" element in the ORA.

Superintendents are to ensure a "1" has been entered into at least one available mode of travel for their port in the new "COVID-19 / Nil Report" element if there is nothing to report at that port for the day.

Regional Operations Centre (or equivalent) are to review the port submissions in the ORA and verify that every port has reported either values in any of the above activities OR has reported values in the new "COVID-19 / Nil Report" element in ORA.

Validation of the data by both POE and Regional management is expected on a regular basis.



Air Ports of Entry

1. Health Screening: Number of travellers who answered yes to "do you currently have a cough, difficulty breathing or feel you have a fever?"
2. Health Referral - Symptomatic: Number of travellers referred to a quarantine officer because they appear symptomatic.
3. Health Referral- Quarantine Suitability: Number of asymptomatic travellers referred to a quarantine officer (QO) for not having a suitable accommodation to quarantine.
4. Immediate Family of Canadian Citizens (CC)/ Permanent Residents (PR) Exemption: Number of immediate family members of CC or PR who were admitted after demonstrating that the purpose of their travel was to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.
5. Immediate Family of CC/PR – Non-Discretionary Travel: Number of immediate family members of CC or PR who were permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their immediate family relationship.
6. Immediate Family of Foreign Nationals (FN) – Non-Discretionary Travel: Number of immediate family members of FN who were permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their immediate family relationship.
7. Non-Essential Travel – Directed back to the U.S.: number of US citizens and number of other foreign nationals were refused entry as a result of non-essential travel to Canada arriving from the United States by air broken down into tourism/sightseeing; recreation; shopping for non-essential goods; other.
8. Immediate Family of CC/PR – Directed Back: Discretionary Travel: Number of immediate family members of CC or PR who were seeking entry for less than 14 days and Directed Back to the U.S. due to the purpose of their travel being deemed discretionary/optional.
9. Immediate Family of FN – Directed Back: Discretionary Travel: Number of immediate family members of FN who were Directed Back to the U.S. from entering due to the purpose of their travel being deemed discretionary/optional.
10. Not Permitted Entry From Countries Other Than US: number of foreign nationals refused entry as a result of the prohibition of certain foreign nationals from entering Canada by air
11. Immediate Family of CC/PR – Prohibited: Discretionary Travel: Number of immediate family members of CC or PR who were seeking entry for less than 14 days and prohibited from entering from a country other than the U.S. due to the purpose of their travel being deemed discretionary/optional.
12. Immediate Family of FN – Prohibited: Discretionary Travel: Number of immediate family members of FN who were prohibited from entering from a country other than the U.S. due to the purpose of their travel being deemed discretionary/optional.
13. Refugee Claimants – Temporarily directed back to US: number of people seeking to make a refugee claim in Canada that were directed back to the US
14. Refugee Claimants – Exceptions: the number of people seeking to make a refugee claim in Canada that were allowed to proceed with their claim as they met an exemption

Land, Rail and Ferry Ports of Entry

1. Health Screening: Number of travellers who answered yes to "do you currently have a cough, difficulty breathing or feel you have a fever?"
2. Health Referral - Symptomatic: Number of travellers referred to a quarantine officer because they appear symptomatic



3. Health Referral- Quarantine Suitability: Number of asymptomatic travellers referred to a quarantine officer (QO) for not having a suitable accommodation to quarantine
4. Immediate Family of CC/PR Exemption: Number of immediate family members of CC or PR who were admitted after demonstrating that the purpose of their travel was to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.
5. Immediate Family of CC/PR – Non-Discretionary Travel: Number of immediate family members of CC or PR who were permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their immediate family relationship.
6. Immediate Family of FN – Non-Discretionary Travel: Number of immediate family members of FN who were permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their immediate family relationship.
7. Non-Essential Travel – Directed back to the U.S.: number of US citizens and number of other foreign nationals were refused entry as a result of non-essential travel to Canada arriving from the United States broken down into tourism/sightseeing; recreation; shopping for non-essential goods; other.
8. Immediate Family of CC/PR – Directed Back: Discretionary Travel: Number of immediate family members of CC or PR who were seeking entry for less than 14 days and Directed Back to the U.S. due to the purpose of their travel being deemed discretionary/optional.
9. Immediate Family of FN – Directed Back: Discretionary Travel Number of immediate family members of FN who were Directed Back to the U.S. from entering due to the purpose of their travel being deemed discretionary/optional.
10. US Refusals: number of Canadian citizens and number of Canadian Permanent Residents turned back at the US border because of non-essential travel
11. US Refusals – Foreign Nationals: number of foreign nationals turned back at the US border because of non-essential travel
12. US Refusals – Refugee Claimants: number of people seeking to make a refugee claim in the US who were turned back at the US border
13. Refugee Claimants – Temporarily directed back to US: number of people seeking to make a refugee claim in Canada that were directed back to the US
14. Refugee Claimants – Exceptions: number of people seeking to make a refugee claim in Canada that were allowed to proceed with their claim as they met an exemption.

Marine – Pleasure Crafts

1. Number of BSOs on Marine Duties: Count the number of BSOs (full time equivalent) assigned to marine pleasure craft verifications functions. *(These statistics should be entered by the port Superintendent.)* For greater clarity, the report should reference the number of positions staffed, rather than the number of individual BSOs. For example, if two (2) BSOs are needed on day shift, only two (2) are reported, despite the fact that the original BSOs may have been replaced during their designated breaks or re-assigned to other tasks mid-shift.
2. Number of Site Visits: Number of marinas visited during the reporting period. This should account for how many trips were made to marinas, regardless of whether or not any verifications or inspections were performed during the site visit. The site visit number will account for NIL verification or inspection trips to designated marinas. The number of site visits should **not** include referrals made by the Telephone Reporting Centre (TRC) as TRC



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referrals are captured through the TRC System (TRCS).

3. **Number of Verifications:** Number of compliance verifications performed by BSOs assigned to marine verification functions. The number of verifications should **not** include referrals made by the Telephone Reporting Centre (TRC) as TRC verifications are captured through the TRC System (TRCS).

COVID-19 refusals

CBSA officers at airports of entry are to notify the appropriate Liaison Officer of any traveller who is refused entry and is returned to the country of origin as a result of the COVID-19 travel prohibition and restrictions. Officers are asked to send the following information in an e-mail (one per family unit) following the attached format:

- UCI(s)
- Flight details to Canada
- Return flight details
- Reason for refusal (e.g., purpose of trip is discretionary; doesn't qualify for international-to-international exemption; etc.)

Further details of the case are appreciated, but not needed, provided that they are in the notes section of the client's examination in GCMS. Having this information will help the CBSA in providing consistent guidance to airlines and foreign governments on the travel prohibition. It will also allow the Liaison Officers to work with airlines and government authorities to ensure a smooth return of the client back to their country of origin.

Please also note that the Liaison Officers, when providing positive recommendations to airlines to board passengers, will now be instructed to record their decisions into GCMS. The remarks will be located under the CLIENT TAB, in the NOTES section. This will allow you to review the information that was taken into consideration at the time of the recommendation.

A complete list of contacts for the Liaison Officer Network is found on Atlas at:

Officers are also asked to put the following generic inboxes in "cc": INS / SRI (CBSA/ASFC) and CBSA-ASFC_OPS_TRAVELLERS-VOYAGEURS OPS_TRAVELLERS-VOYAGEURS@cbsa-asfc.gc.ca

Actions required by BSOs:

- All BSOs must be familiar with, and follow, the above instructions

Actions required by superintendents:

- Ensure that all BSOs are briefed on, and follow, these procedures.
- Ensure that all reports are submitted in a timely fashion to the appropriate parties

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)



Canada Border
Services Agency

Agence des services
frontaliers du Canada



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Prohibiting Certain Foreign Nationals from Entering Canada from any Country other than the United States

Restricting the non-essential travel to Canada of US Citizens and other foreign nationals arriving from the United States (all modes)

ORA System Quick Guide

ORA System User Guide

Issued by: Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	COVID-19 – Marine Mode Enhanced Border Measures	
Date:	April 3, 2020	Updated: September 4, 2020

Details:

This shift briefing bulletin describes the enhanced border measures in the marine mode, including the processing of commercial and pleasure craft crew, passengers and supernumeraries. The bulletin must be read in conjunction with

- [2020-HQ-AC-03-26-B, Restricting the Non-essential Travel to Canada of U.S Citizens and Other Foreign Nationals Arriving from the United States \(All Modes\)](#),
- [2020-HQ-AC-03-25-B, COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)](#),
- [Annex to 2020-HQ-AC-03-25-B, PHAC Contact Information Collection \(Compliance and Monitoring\)](#), and
- [2020-HQ-AC-05-15 - COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#)

Note: Until expired or rescinded, Transport Canada's, "[Interim Order No. 3 Respecting Passenger Vessel Restrictions Due to the Coronavirus Disease 2019 \(COVID-19\)](#)" prohibits cruise ships carrying 500 or more persons on board from arriving in Canada. Furthermore, while the Public Health Agency of Canada (PHAC) Orders in Council (OIC) are in force, small cruise ships and tour boats carrying passengers for leisure and tourism purposes will not be permitted to enter Canada.

Note: The processing of ferries is addressed in shift briefing bulletin [2020-HQ-AC-03-25-B, "COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation \(All Modes\)"](#).

For further details in the scenario, click on the hyperlink, which is linked to the appropriate section in this bulletin.

Scenario	Action
Innocent passage – exempt from reporting, unless the vessel anchors, moors or comes alongside another vessel	No action needed unless the vessel anchors, moors or comes alongside another vessel, then quarantine and masks apply
Transiting through the Welland canals/locks	Discretionary travel and is prohibited. Must hire a captain/crew to reposition the vessel
Returning to Canada via pleasure craft through the New York Canal System	Canadian citizens (CCs)/permanent residents (PRs) must report to the CBSA, and referred to quarantine officer for quarantine instructions
Loop movement for fishing, touring, etc. in Canadian waters	Foreign nationals (FNs): Discretionary travel and is prohibited
Loop movement for leisure, touring, etc., in foreign waters	CCs/PRs: Exempt from quarantine



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<u>Entering Canada on a vessel</u> <u>Vessel clearance</u>	<u>Processing commercial crew:</u> Must answer PHAC health questions and clear customs/immigration before disembarking
<u>Travel restrictions for</u> <u>supernumeraries</u>	Quarantine is case dependent; must wear a mask
<u>Crew Discharge</u>	Quarantine required until repatriation flight; must wear a mask
<u>Crew sign-off</u>	Exempt from quarantine; must wear a mask
<u>Crew joining a vessel</u>	Exempt from quarantine unless waiting for vessel to arrive in Canada; must wear a mask
<u>Marine research vessels</u> <u>approved by Global Affairs</u> <u>Canada</u>	Exempt from quarantine
Crew arriving by pleasure craft	Non-discretionary trip: Exempt from quarantine Discretionary trip: Direct Back, prohibited entry
<u>Importing a pleasure craft</u>	Quarantine and entry are case dependent
<u>Repositioning pleasure craft</u> <u>from storage/repair</u>	Quarantine and entry are case dependent
<u>Vessel going for repair in</u> <u>Canada</u>	Allowed entry and exempt from quarantine
<u>CBSA services suspended</u>	Quarantine and entry are case dependent
<u>CBSA interaction with RCMP</u> Boater meets exception from reporting, in between ports of entry	Quarantine and entry are case dependent
<u>Law enforcement officers /</u> <u>Shiprider</u>	Officers on these vessels are exempt from quarantine and permitted entry
<u>Prohibited entry but require</u> <u>fuel and provisions</u>	Require to quarantine and wear masks while in port

Note: Border services officers (BSOs) are to wear the appropriate personal protective equipment as per Annex to 2020-HQ-AC-03-25-B, "COVID-19 - Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes).

All travellers/crew who are exempt from quarantine must provide contact information as per Annex to 2020-HQ-AC-03-25-B, PHAC Contact Information Collection (Compliance and Monitoring).

Scenarios/Definitions:

Innocent passage

Persons on board vessels transiting Canadian waters, including inland waters, directly from one place outside Canada to another place outside Canada are not required to report to the CBSA and



are not affected by the prohibitions of entry. This is referred to as the "right of innocent passage". The prohibition of entry does not apply to vessels carrying foreign nationals entering Canada for the exclusive purpose of transit provided that all person on board do not land in Canada and the conveyance does not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law. The transit movement must be direct, continuous and uninterrupted, and the route reasonable to the purpose of transit.

Note: Travellers exercising the right of innocent passage do not have to be asymptomatic; however, any ill travellers still have to be reported to the CBSA if the persons on board are required to present and report to the CBSA.

If transiting vessels do anchor in Canadian waters, persons aboard them must present and report to the CBSA as per ss.11(1) and ss.12(1) of the Customs Act according to the established procedures. BSOs will process the vessel and travellers on board, confirm that they are in transit, ask enhanced screening questions to determine if any travellers are symptomatic (to determine if an additional order is required from PHAC), and, unless compelling reasons exist to request an examination, will allow the vessel and travellers to continue with their transit.

Transiting travellers are subject to the mandatory quarantine requirements should they make landfall in Canada. They may make only non-discretionary, essential stops along the way (e.g., facilities use, refueling or acquiring essential supplies). Travellers will be asked to practice physical distancing and are required to wear a non-medical mask or face coverings during these stops. Additionally, for any period of time in which they are not travelling, for example, if required to spend the night, they will be required to remain on their boat. If that is not possible, then a hotel may be used for quarantine purposes until the travellers are ready to resume their trip.

Loop movements or circuitous routes for discretionary leisure purposes (e.g., tour boats, whale watching vessels, sightseeing, touring, pleasure or guided fishing) are prohibited.

Travel through canals and locks – Foreign Nationals

Travel through canals and locks for United States (US) boaters trying to go from one point in the US to another point in the US via lock systems in Canada for discretionary, optional, leisure reasons is prohibited by the OIC. Such movements are not considered innocent passage. As such, these vessels are not exempt from presentation and reporting requirements under the *Customs Act* and must report to the CBSA, at which point BSO will apply the prohibition of entry OIC and direct the boaters back to the US.

Travel through canals and locks – Returning Canadian Residents

The New York Canal System (NYCS) has opened all of their locks, which flow into Lake Ontario and Lake Erie. With that, it is anticipated that Canadian citizens and permanent residents will return to Canada via the NYCS and potentially transit through the different Canadian canal system on their way home. **When these boaters report to the CBSA, BSOs are to call their local PHAC quarantine officer (QO) for guidance in all cases. The QO will then give instructions on what to do for quarantine based on their situation.**

Canadian boaters entering US waters

PHAC has determined that Canadian boaters who simply transit or tour in US waters (loop movement) will not be required to quarantine when they re-enter Canada. However, at any point that an officer (RCMP/Shiprider on the water or a BSO at a marina) suspects that the returning Canadian boater might not have met conditions for the exceptions from presentation and reporting (e.g., officers saw the vessel land on the US shore, moor alongside another vessel in US



waters, etc.), the officer may require that the travellers present and report, process the arrival and issue the direction to quarantine, as required.

Advance notification of illness on board vessels

As per the Quarantine Act, prior to arrival of a vessel at its destination in Canada, the vessel operator must inform a PHAC QO, or cause a QO to be informed, if any person, cargo or other things on board the conveyance could cause the spreading of a communicable disease.

In practice, this notification may occur while the carrier:

- Submits a Pre-Arrival Information Report (PAIR) to Transport Canada (TC) Marine Safety and Security;
- Submits a Pre-Arrival Notification (PAN) to the CBSA National Targeting Centre (NTC); or
- Signals an intention to participate in a vessel traffic management through the Canadian Coast Guard (CCG).

There is no legal obligation on the carrier to send this information to the CBSA nor is there an authority for the CBSA to demand this information - it's a voluntary process. This means that there may be situations when the CBSA will not be advised but PHAC will, or TC or potentially the CCG.

If a notification about an illness on board is received from the carrier by the NTC, the NTC will immediately notify the Border Operations Centre (BOC), who will contact the PHAC Notification Line and relay the information to a QO. The NTC will also advise the CBSA marine operations at the vessel's intended first port of arrival (FPOA) of the situation. If TC or the CCG receive this information, they will advise PHAC accordingly and the information will be shared among the Marine Security Operations Centre (MSOC) partners, including the CBSA. PHAC will also send the notification to BOC. Once the PHAC assessment is completed, PHAC will notify BOC of the results: health concerns are negated or, if health concerns are confirmed, what action will be taken with respect to the vessel and its crew and passengers (MEDEVAC of ill crew/passenger, isolation or quarantine of selected persons on board the vessel, disembark of all crew/passengers for on-land quarantine, etc.). BOC will relay this information to the NTC, who will advise CBSA regional operations accordingly.

Note: The PHAC assessment will be completed no sooner than the 24 hours out mark. It has been agreed that at 24 hours out, most vessels are in Canadian territorial waters, and, therefore, subject to the provisions of the Quarantine Act.

Any concerns identified with the vessel and details of PHAC's assessment will be communicated by the NTC through the Vessel Analysis and Targeting System (VATS) and direct communication with the CBSA regional office.

The following message is currently being pushed in VATS to the ports of entry (POE) clearing cargo vessels:

Note: Effective immediately, all health concerns reported to the CBSA by the vessel operator will be forwarded to a PHAC quarantine officer for review and assessment. In cases of concern, PHAC will advise the CBSA accordingly and the vessel referral notes will reflect PHAC's concerns.

As PHAC's assessment is likely to occur not earlier than at 24 hours out, it is imperative that officers consult referral notes prior to boarding the vessel for any updates and instructions.



If no health issues are reported on the arriving vessel, the vessel will undergo clearance as per the standard CBSA procedures, taking into consideration the enhanced measures for screening of persons under the Quarantine Act.

Note: To prevent duplication of efforts, in cases when a vessel operator provided advance notification of illness on board and a PHAC QO is engaged with the captain to assess the situation, border services officers (BSO) will not be required to proceed with screening under the Quarantine Act as PHAC will perform this function. BSOs will proceed with customs and immigration clearances as per standard procedures.

Vessel Clearance process

The vessel clearance process must be followed as per D3-5-1 Marine Pre-Load/Pre-Arrival and Reporting Requirements, starting at section 204. The crew is not cleared until the inward package that includes: form E1, Ships Stores Declaration; Crew List (FAL form 5) and Passenger List (FAL form 6), if applicable; the form BSF552, Crew's Effects Declaration is presented to the nearest CBSA office designated for the clearance of vessels, which must be stamped by the CBSA and sent back to the originator, prior to any persons being allowed to disembark or embark the vessel, or any cargo being discharged. Any crew member who disembarks prior to the clearance is subject to enforcement action. The transmission of stamped paperwork back to the vessel indicates that all CBSA processes have been completed and persons on board are admitted and their goods are cleared for entry to Canada.

Important: Regional marine operations will conduct the screening under the Quarantine Act, customs and immigration clearance **as soon as possible** after the vessel arrives at the FPOA. Once all processes are completed, the clearance is to be communicated back to the vessel operator.

Travel restrictions

Foreign national crew members arriving on cargo vessels, who are engaged in the operation of the vessel, are considered essential workers and are exempt from the restrictions of the PHAC OICs provided they are asymptomatic. Passengers and supernumeraries, however, would not generally meet the exceptions under the OICs as their presence in Canada is discretionary. This means they cannot disembark the vessel anywhere in Canada, unless they are disembarking with their discharging crew family member and returning home. **Note:** Please see section on commercial and research fishing vessel for a special exemption for certain supernumeraries engaged in activities on these vessels.

Please refer to shift briefing bulletins 2020-HQ-AC-03-26-B, "Restricting the Non-essential Travel to Canada of U.S Citizens and Other Foreign Nationals Arriving from the United States (All Modes)", and 2020-HQ-AC-03-26, "Prohibiting Certain Foreign Nationals from Entering Canada from any Country Other than the United States" for exceptions from entry prohibitions.

Note: There may be cases where authorized supernumeraries may enter Canada to join a vessel to perform work on the vessel. These may be technicians specified by a government, manufacturer, or the manufacturer warranty, as required to maintain or repair equipment necessary to support critical infrastructure (energy and utilities, information and communication technologies, finance, health, food, water, transportation, safety, government and manufacturing, e.g., superintendents sent by a shipping company, service engineers, etc.). Upon arriving at a POE, those who fall under the above categories will not be prohibited from entering the country. These supernumeraries may enter and depart the vessel without the 14 day quarantine requirement.



While reviewing crew and passenger manifests in advance of the vessel's arrival in Canada, the NTC will advise the captain that persons who are non-essential to the operation of the vessel (i.e., any person who is not a crewmember or an essential supernumerary as described above) are subject to the restriction of entry and not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order and advise the regional CBSA marine operations.

When clearing vessels, marine BSOs may exercise discretion in cases of some persons (discharged crew or non-essential supernumeraries) transiting Canada on vessels heading from the United States or Canadian ports ocean-ward (e.g., bulk ships in the Great Lakes going up through the Seaway), if the passage is not optional/non-discretionary and necessary to transport the person out of Canada to their country of residence. In such cases the person should be instructed to quarantine on the vessel and not leave the ship under any circumstances while the vessel is transiting through Canadian waters. BSOs should fill out forms BSF502, Notice to Transporter and BSF502-1, Obligation to hold a person on a vessel and provide these to the captain.

Processing of cargo vessels

Prior to commencing the screening, it is recommended that BSOs first question the captain to determine if any crew members might be ill, even when there was no advance indication of illnesses on board.

BSOs will follow the enhanced screening process contained in shift briefing bulletin 2020-HQ-AC-03-25-B, "COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)" **and make every effort to visually inspect all persons on board for signs of illness or disease and ask specific enhanced screening question, "Do you currently have a cough, difficulty breathing, or feel you have a fever?"**

If there are no health concerns, asymptomatic crew remaining on board (who are not signing off in Canada – see the section below for crew discharges) will **not** be instructed to quarantine for 14 days while in Canada. The vessel processing, examination and clearance may continue according to the standard processes, and the crew will be free to continue with their normal duties associated with the operations of the vessel once the vessel is cleared. However, if any crew, passenger or supernumerary appears to be ill, or answers "Yes" to the enhanced screening question, BSOs will refer the traveller to a PHAC QO for a health assessment.

Important: BSOs are to follow procedures for contacting the PHAC Notification Line contained on the Screening Officer Cue Cards, shift briefing bulletin 2019-HQ-AC-05-15, and in the Quarantine Standard Operating Procedures. PHAC Notification Line: **1-833-615-2384**.

If there are any asymptomatic passengers or non-essential supernumeraries on board the vessel, BSOs will advise the captain that they are not permitted to enter Canada. As such, they are to be kept on board the vessel and are not allowed to disembark while the vessel is in Canada, unless they are disembarking with their discharging crew family member and returning home. Forms BSF502 and BSF502-1 should be filled out for those remaining on board. BSOs will advise the PHAC Notification Line about the presence of passengers or non-essential supernumeraries on board the vessel for subsequent monitoring of compliance. Once the vessel is cleared for entry to Canada, BSOs are not responsible for ensuring that passengers or supernumeraries remain on board at the subsequent ports of call in Canada; however, any information regarding non-compliance should be reported to PHAC as per the established protocols (2020-HQ-AC-03-29, "Non-compliance with a mandatory order to self-isolate").

Asymptomatic crew on commercial vessels are required to fill out the Coronavirus Form (traveller contact information), or complete ArriveCAN, as per Annex to 2020-HQ-AC-03-25-B - COVID-19 -



Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes) .

Note: BSOs should have a supply of the three PHAC Coronavirus Handouts, BROWN (information for asymptomatic exempted essential workers), GREEN (asymptomatic person who must quarantine) and RED, should they need to provide one to persons on board the vessel.

The CBSA will make every effort to attend every vessel in person. However, in cases where in-person verification is not possible or feasible, vessels may be cleared by telephone on condition that the enhanced screening measures are followed. BSOs will question the captain with respect to the health status of all on board and make a referral to a PHAC QO if any issues are identified. The BSO will also remind the transporter of their obligation not to let anyone on board who is not exempted under the OICs (i.e., passengers or non-essential supernumeraries) to disembark the vessel or else they are liable under s. 258.1 IRPR.

Crew departing a vessel in Canada

At FPOAs, the vessel will be required to provide names of all crew being discharged or signed-off at the FPOA or at any subsequent ports of call in Canada. Officers must identify if the crew member is being discharged (cessation of duties by termination of employment) or is signing off (a break in duties due to time off).

Discharged crew (Enforcement Manual 17, Section 8.6):

The master must immediately notify a CBSA officer when a crew member, who is not a Canadian citizen or permanent resident is discharged [R268(1)]. Once their employment status is terminated by the transporter, a foreign crew member retains temporary resident status for 72 hours after entry to Canada. This period may be shortened or lengthened by a BSO where warranted (e.g., no flight availability). In such a case, the passport or seaman's book carried by the discharged crew member should be stamped and the code letter C followed by the expiry date should be written below the port stamp impression. The name of the vessel should be written under the expiry date.

Crew signing off:

Crew members signing off do not have a prescribed timeframe within which they must leave Canada. Enforcement Manual 4, Section 13.24 states for a seafarer who is signing off a vessel, a BSO during a secondary examination can consider issuing a Visitor Record if they are of the opinion there is a need to document the seafarer's entry for control purposes, regardless of the length of stay.

Financial Liability for Crew Members

Regardless of the circumstances, commercial transporters are liable for all costs related to the departure and removal of their crew members from Canada. They are also liable for the costs of all medical treatment administered in Canada.

During FPOA processing, the CBSA will make every effort to meet all crew being discharged/signed-off from the vessel to visually screen them for signs and symptoms of an illness prior to the crew being admitted. If this is not possible or feasible, BSOs will advise discharging/signing-off crew, via phone, to wear a mask and maintain physical distancing. The BROWN pamphlet can be emailed to the vessel for distribution.



Note: PHAC has provided direction that all discharged/signed-off crew are covered by the exemption from the quarantine order. As such, asymptomatic discharged crew will be processed as follows:

- Canadian crew returning home will **not** be required to quarantine for 14 days; however, they do need to wear a mask on their trip home (to be provided by the BSO, if possible). The BSO may also advise the person to take every precaution and maintain physical distancing on the way to their residence. The BSO will provide the BROWN pamphlet to discharged crew members.
- Foreign crew, and their families (supernumeraries), will be permitted to go directly to an airport to depart Canada and will be advised to take every precaution and maintain physical distancing during their trip.
- Any discharged/signed-off crew, and their family member(s), who will be taking a flight home, will be provided with a mask kit and instructed to wear the surgical mask during their travel home and to immediately contact a local health authority should they become ill during their travel. The BSO will provide the BROWN pamphlet to discharged crew members.

During FPOA processing, these instructions will also be issued to crew intending to sign-off/discharge at a subsequent port of call in Canada.

Shore leave

The CBSA does not prohibit shore leave for crew. However, the captain of the vessel may do so in the interest of the health and safety of the crew.

Foreign nationals joining vessels in Canada

As per R184(2)(b) foreign nationals arriving in Canada to become a crew member must join the means of transportation within the period imposed as a condition of entry or, if no period is imposed, within 48 hours after they enter Canada. Enforcement Manual 4, Section 13.26 states for a foreign national seeking entry to join a crew of a vehicle already in Canada, a BSO should impose a condition that would require them to join the means of transportation within a specified period of time [R184]. The BSO should allow a reasonable period within which the person can join the conveyance.

While waiting to join the vessel, all foreign crew must wear a face mask or covering, quarantine themselves in a suitable place (hotel) and otherwise practice physical distancing until they are ready to join the vessel.

Commercial fishing vessels

Foreign crew on commercial fishing vessels are authorized to enter Canada for the purpose of carrying out fisheries-related activities and are not required to quarantine (subject to stricter provincial requirements). These exceptions do not apply to persons who show symptoms of COVID-19.

Crew returning to Canada directly from fishing grounds beyond Canada's territorial sea are also exempted from a 14-day quarantine requirement.

Note: Specific to the fishing industry, there are exemptions from entry prohibition and requirement to quarantine for certain asymptomatic supernumeraries including observers, scientists, inspectors and other supporting commercial and research fishing-related activities, who enter Canada aboard a Canadian or foreign fishing vessels, for the purpose of carrying out fishing



or fishing-related activities, including offloading of fish, repairs, provisioning the vessel and exchange of crew.

Marine Scientific Research Vessels

Vessels engaged in research that are operated by or under the authority of the Government of Canada, or at its request, or operated by a provincial government, a local authority or a government, council or other entity authorized to act on behalf of an Indigenous group are exempt from the travel restrictions and requirement to quarantine provided that all persons remain continuously on board the vessel. All persons aboard these vessels, whether crew member, supernumerary or other, qualify for the exemption.

Vessels that wish to conduct marine scientific research activities in Canada must apply to the interdepartmental Marine Scientific Research (MSR) authorization committee, led by Global Affairs Canada. Once the MSR vessel receives approval, the Foreign Expeditions and Arctic Research (FEAR) program within CBSA will advise the POE of the arrivals. For reporting purposes, the crew includes all persons employed aboard, such as scientists, technicians and divers as per IRCC Enforcement Manual 17, section 5.12. As such, the crew are exempt from quarantine under the OICs.

Processing of pleasure craft at direct reporting sites

Pleasure craft arriving in Canada may report to the CBSA at Direct Reporting Sites for Marine Private Vessels (DRS/M) for in-person clearance or at Telephone Reporting Sites / Marine (TRS/M) by calling the Telephone Reporting Centre (TRC).

Note: Please refer to shift briefing bulletin 2020-HQ-AC-05-15, "COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices" for information on processing of pleasure that report through the TRC.

All private pleasure craft reporting at DRS/Ms will be met and cleared by the CBSA in person. A BSO will conduct full questioning of all foreign national travellers with respect to the purpose of travel (discretionary vs non-discretionary) and visually inspect all persons on board for signs of illness or disease and follow the established enhanced screening protocol. Persons arriving from the United States who do not meet exceptions under the PHAC OICs will be directed back to the United States as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR). Persons arriving from other countries will be offered the option to withdraw their application to come to Canada.

Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, officers will follow instructions in the operational bulletin OBO-2020-021, "Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic".

Importation of pleasure craft by water

Important: PHAC OICs do not impact the cross-border movement of goods, including conveyances..

Persons entering by right (CCs, PRs, and registered Indians) may navigate any type of vessel without any entry restrictions. They may report to any designated marine port, even if service has been suspended.

Furthermore, PHAC has determined that persons hired on an employment agreement engaged in movement of conveyances across the border (commercial importation or



repositioning of private vessels) are exempt from the prohibition of entry and subsequent quarantine.

Note: Persons entering by right who are not under hire to operate the vessel in the cross-border movement (i.e., not crew members), while not subject to entry prohibitions, must quarantine for 14 days upon arrival in Canada.

Commercially imported marine pleasure craft:

Marine dealers (who do not meet the definition of a commercial carrier) importing pleasure craft by water may continue to avail themselves of TRC reporting and qualify for a commercial goods release under the Hand Carried Goods Release Process (as per the [TRC procedures](#)). The processing for the clearance and accounting of these vessels has not changed, and these importations should be cleared as per the standard commercial clearance mechanisms.

Repositioning of private boats by hired persons:

Private boat owners whose vessels are stored or will be stored on either side of the border, may hire on contract a foreign national or a Canadian vessel skipper/captain to retrieve their vessel from storage and reposition the vessel across the border.

To facilitate the entry of hired skippers to Canada, the employer (the Canadian or the US vessel owner, whatever the case) must provide the employed person a written contract describing the required job remuneration, etc. The hired person may enter Canada by land or another vessel when coming to pick-up a vessel for export, or by water when dropping off a vessel in Canada.

Removal of foreign vessels from storage/repair in Canada:

Foreign national pleasure craft owners who can demonstrate to a BSO an urgent need to export their vessels from Canada (e.g., for their business abroad, livelihood, or for the care of, or providing supplies to, a vulnerable person abroad), are permitted to enter Canada. The vessel owner arriving to retrieve their vessel may present themselves at any POE. The person must wear a mask upon arrival in Canada, for the duration of their activities in Canada, and on their way out from Canada, and maintain personal distancing at all times while in Canada. BSOs are to use their discretion when encountering these situations.

Foreign vessels entering Canada for repair:

Foreign vessels used for recreational, touring or leisure purposes have sought and will continue to seek entry into Canada for repairs, especially as the boating season comes to an end. These vessels are allowed to enter Canada as long as the vessel has a crew or a person is hired to reposition the vessel as outlined above. Passengers/owners may not be onboard when this movement is made.

Marinas where CBSA service has been suspended:

Exempt vessels being imported or repositioned to Canada are still permitted to report to the CBSA at designated marine ports of entry. If there are no open designated marinas in the area, the CBSA will facilitate the clearance at one of its other sites even if the service has been suspended at those locations. **If a request for such a vessel movement is received in advance, the local CBSA office may make arrangements with the importer for the best location where the report and inward processing may be conducted.** Please refer to shift briefing bulletin [2020-HQ-AC-05-15](#), "COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices" for information on the use of marine reporting sites where the CBSA services have been suspended.



Pleasure craft meeting exceptions from presentation and reporting under the Customs Act

Vessels arriving in Canadian waters carrying persons who meet the presentation and reporting exceptions found in subsections 11(5) and 12(5) of the Customs Act. As such, these persons are not required present themselves to a screening officer at the nearest entry point as required by section 12 of the Quarantine Act. However, these travellers are still subject to travel restrictions and prohibitions outlined in the PHAC OICs. The CBSA has no authority to intercept these vessels in Canadian waters as these are considered between-POE interceptions, which can only be carried out by the Royal Canadian Mounted Police (RCMP).

RCMP officers are customs officers under the Customs Act and screening officers under the Quarantine Act. As such, vessel passage and report information may be shared with RCMP marine patrols or land patrols tasked with enforcing COVID-19 border management measures.

RCMP marine patrols will be liaising with the TRC to determine a vessel's status in Canada. In the case of boaters who have not reported to the TRC because they meet the exceptions from presentation and reporting in the Customs Act, RCMP officers will require them to report to the CBSA [as per the residual authorities in ss.11(5) and ss.12(5)] and conduct screening under the Quarantine Act and the primary questioning as per standard procedures. If any symptomatic travellers are on board who do not require immediate medical assistance, and/or if it is determined that the traveller's entry to Canada is discretionary and travellers do not meet the exceptions from restrictions in the OIC, the BSO will instruct the boater and persons on board to leave Canadian waters immediately [direct back as per R41(d) or allowed to leave, whichever is applicable].

Note: The RCMP has no authority to issue a direct back or an allowed to leave under IRPR; however, police officers have their own authorities to enforce the OICs. RCMP officers will request that a BSO issue a direct back in cases when a foreign boater:

- 1) does not voluntarily leave;
- 2) has been previously warned about discretionary/non-essential travel; or
- 3) must present and report to the CBSA as per section 11 of the Customs Act (made landfall, anchored, made contact with another vessel, etc.).

These passages will be entered into the TRCS and suitable notes entered on the passage and, if an allowed to leave or a direct back is issued by a BSO, the immigration enforcement action will be documented in the GCMS.

Important: If an RCMP officer contacts the TRC or any other CBSA office, with a request for a BSO to issue a direct back to foreign nationals intercepted in Canadian waters, BSOs will do so and record it in the GCMS.

In certain geographical areas, RCMP marine patrols and other local police of jurisdiction marine patrol units may also be tasked to intervene if it is confirmed that a boater has willfully disregarded CBSA's direction to depart Canadian waters. BSOs and superintendents at the TRC and verification offices are expected to have awareness as to contact information of all law enforcement marine patrol services in their area of responsibility.

Law enforcement officers and Shiprider operations

Canada-US Shiprider program, officially known as Integrated Cross-border Maritime Law Enforcement Operations are jointly crewed vessel with Canadian and US law enforcement officers (LEO) on board who patrol the water and are authorized to cross the international boundary lines without reporting. As such, US Law Enforcement Officers who transit through Canada are permitted entry as their travel is considered non-discretionary since it is part of their employment



duties. Canadian LEOs/RCMP who transit through the US, as well as US LEOs who transit through Canada, are exempt from the 14 day quarantine period.

Vessels with foreign nationals prohibited entry to Canada that require refueling and provisions

While the OICs prohibiting the entry of foreign nationals are in force, vessels arriving from many foreign locations (Caribbean, the Azores, or even some areas of the US), may require provisions of fuel, water and food, etc., prior to being able to leave Canada. These vessels may have foreign nationals on board who are prohibited from entering Canada under the OICs. The captain of the vessel will be instructed that no foreign nationals who are onboard and who are prohibited from entering under the OIC are allowed to leave the vessel during its short stay in Canada.

The BSO will issue an allowed to leave or a direct back to U.S., whichever is applicable, to all foreign nationals on board who are prohibited from entering under the OICs. The BSO will issue the BSF502, Notice to Transporter and BSF502-1, Obligation to hold a person on a vessel [R261(1)] to the vessel operator, who will then be required to keep all foreign nationals who are prohibited from entering on board until the re-provisioning is completed.

BSOs will inform the master that every effort must be made to obtain supplies by delivery service, without anyone leaving the vessel. If this is not feasible, the processing BSO will contact the PHAC Notification Line to explain the situation and request direction on how to handle the vessel. The processing BSOs will take notes on PHAC's direction with respect to the vessel in their officer's notebook, the GCMS or the TRCS, as the case may be.

The transporter is required to satisfy an officer that all persons who were issued an allowed to leave or a direct back have left Canada. To that end, the BSO will require the captain to report to the CBSA when all re-provisioning is completed and the vessel is ready to exit Canada. This report may be made by telephone to the local CBSA office. A BSO may elect to attend the vessel's location to verify the travellers' departure from Canada. In rare cases when the local verification office is not available, the captain should be advised to contact the TRC to report that the vessel is ready to depart. In either case, wherever possible, a note should be added to the verification notes in the TRCS that the vessel has reported its exit from Canada.

Actions required by BSOs:

- BSOs in marine operations and verification offices which process small vessels are required to understand and implement the above procedures for the clearance of marine vessels as well as those contained in the associated shift briefing bulletins and operational bulletins.

Actions required by superintendents:

- Superintendents must ensure that front line officers follow the above outlined procedures.
- Superintendents will ensure that officers promptly enter examination notes in VATS and acquit all referrals in ACROSS.
- Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT.
- Verification office superintendents will report on data for conveyances met and cleared by verification offices, and the TRC superintendents will report on data for conveyances which were not met by the verification office, and which were cleared/processed by the TRC, if



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applicable. Verification office superintendents will also ensure that exam notes are entered into TRCS by the verification officer.

- Consult shift briefing bulletin [2020-HQ-AC-02-08-B](#), "Reporting – COVID-19 for reporting instructions and more information".

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

[OBO-2020-032, COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry](#)

[2019-HQ-AC-05-15, Changes to the Public Health Agency of Canada \(PHAC\)'s Quarantine Services: New PHAC Notification Procedures](#)

[Quarantine Standard Operating Procedures and Job aid: Role of the BSO \(screening officer\)](#)

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Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B

Subject :	Entry Restrictions and Exemptions - Non-Discretionary Travel and Discretionary/Optional Travel
Date :	April 10, 2020 (version 3: updated September 21, 2020)

Guiding Principles for border services officers (BSOs) and liaison officers (LO) to determine a traveller's eligibility to enter Canada in light of COVID-19 entry restrictions:

1. Protecting public health by helping to limit the spread and impact of COVID-19;
2. A traveller's ties and travel pattern to Canada are a useful gauge of the nature of their current travel;
3. BSOs should consider all relevant facts, information and recommendations, including those made by the International Network, Head Quarters and Regional support teams, IRCC officers and a traveller's reason for coming to Canada in each case and make the decision.

Foreign Nationals Seeking Entry from the US

General rules to be met for entry (subject to special rules for specific classes explained below):

- they must be asymptomatic; and
- their entry must not be for a purpose that is optional or discretionary; and
- they must be able to comply with the requirement to quarantine based on their purpose of travel and intended length of stay if required to do so.

Special rules for Entry for Specific Classes of Persons

Immediate family members of a Canadian Citizen or Permanent Resident:

- must be asymptomatic; *and*
- must demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.

Or

- must meet the General rules for entry

Foreign Nationals Seeking Entry from a country other than the US

General rules to be met for entry (subject to special rules for specific classes explained below):

- they must be asymptomatic for COVID-19; *and*
- their travel must not be optional or discretionary; *and*
- they must qualify for one (1) of the 24 classes of persons/exemptions in section 3(1) of the OIC.

Special rules for Entry of Specific Classes of Persons

Foreign nationals with a National Interest Exemption Letter pursuant to subsection 3(1)(k) of OIC 22:

- must be asymptomatic; and

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- must be the subject of a National Interest Exemption Letter issued by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness

Immediate family members of a Canadian Citizen or Permanent Resident:

- must be asymptomatic; and
- must demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.

or

- must meet the general rules for entry

Important: The general rules for entry are only applicable if the foreign national does not meet one of the specific rules for entry for specific classes of persons.

Purpose of Travel (If relevant)

Entry for Discretionary / optional purpose includes, but is not limited to:

- Tourism/sightseeing;
- Recreation;
- Entertainment;
- Social visits to friends and relatives who are not immediate family members;
- Short term social visits to immediate family members;
- Religious functions; and/or
- Shopping for non-essential goods.

Entry for a purpose that is not discretionary / not optional includes, but is not limited to:

- economic services and supply chains;
- critical infrastructure support;
- indigenous communities (both travel to support these communities and indigenous individuals);
- transiting through Canada for non-discretionary purposes (e.g. returning to their habitual residence; transiting through Canada to relocate for employment purposes);
- cross-border employment;
- tending to family matters for essential purposes (e.g., bringing supplies to elderly parents or tending to sick family members);
- to ensure/support an individual's physical or mental health, safety or security (birth of one's own child (including surrogate parents), high-risk pregnancy, imminent care/health support etc.);
- shopping for essential goods such as medication or basic needs; and/or
- any other activities which are deemed not optional or discretionary by the Government of Canada or based on the officer's assessment.

The objective of the Government of Canada is to allow entry to all asymptomatic foreign nationals whose travel is essential to commerce, trade, economic services and supply chains (unless otherwise inadmissible under the Immigration and Refugee Protection Act [IRPA]).

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Scenarios have been developed for reference and can be found in the document titled: *Determining whether entry will be for a discretionary/optional purpose and whether individual is exempt from mandatory quarantine.*

Note: While a traveller's purpose of travel is Non-Discretionary, it does not automatically exempt them from the 14 day mandatory quarantine order.

Seeking Entry to Work

This guidance only applies to a symptomatic travellers.

IRPA requirements for work have not changed in light of the Emergency Orders. The traveller must be admissible under IRPA/R in addition to not being prohibited from entering under the Orders in Council.

Travel to Canada for the purpose of work is generally considered non-discretionary travel. However, purpose of travel should still be assessed for types of work without a permit to determine if their presence in Canada is required:

- entering Canada for meetings
- travel to participate in training, tryouts, competition or other activities related to junior league or amateur sports is considered discretionary and will not be facilitated

Travellers who are eligible to apply for their WP at the POE per R 198 may still do so as long as they meet the rules for entry listed in the SBBs.

FNs arriving to Canada from the U.S.

- who are returning to their place of residence in Canada and are in possession of a valid work permit are considered to be travelling for a non-optional or non-discretionary purpose
- who are coming to Canada for the first time with a work permit approval letter/introduction letter, or appropriate documents such as an LMIA, or LMIA exemption letter, and an offer of employment in a business that is operating, are considered to be travelling for a non-optional or non-discretionary purpose. If a business is not operating, BSOs will proceed as with any other traveller coming to Canada for a discretionary purpose
- who are coming to Canada for work and are eligible to apply for the work permit at the Port of Entry (POE) and have an offer of employment in a business that is operating or who are work permit exempt under section 186 of the *Immigration and Refugee Protection Regulations*, are considered to be travelling for a non-optional or non-discretionary purpose. If the business is not operating, BSOs will proceed as with any other traveller who is coming to Canada for a discretionary purpose

Note: Flag-polling – IRCC has implemented robust public policy to allow clients to extend or change their status from within Canada (see OBO-2020-060). Travellers are discouraged from travelling solely for the purpose of seeking Immigration services, we do not have the legal authority to deny the processing of applications submitted at POE as long as they qualify. The expectation is that these applications are completed in full, including the collection of biometrics, if necessary.

FNs arriving to Canada from any country other than the U.S. :

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- who are returning to their place of residence in Canada and are in possession of a valid work permit are considered to be travelling for a non-optional or non-discretionary purpose
- who are coming to Canada for the first time with a work permit approval letter/introduction letter and an offer of employment in a business that is operating, are considered to be travelling for a non-optional or non-discretionary purpose
- who are work permit exempt under R186 and are not listed in the 24 classes of persons under 3(1)(a-x), will not be permitted to travel to Canada

Seeking Entry to Study

This guidance only applies to symptomatic travellers.

IRPA requirements for study have not changed in light of the Emergency Orders. The traveller must be admissible under IRPA/R in addition to not being prohibited from entering under the Orders in Council.

Not all travel to Canada to study is considered non-discretionary travel. The onus is on the traveller to demonstrate to the officer that their presence in Canada is required.

Cross-border Students

U.S. residents: As cross-border students are not exempt from mandatory quarantine, foreign national students that reside in the U.S. who seek to cross the border on a daily basis to attend school will not be admitted to Canada, as they are unable to meet the current quarantine requirements. Canadian citizen students who reside in the US and seek to enter daily for school enter by right but must quarantine for 14 days before attending classes.

Students who come to Canada to study for an extended period (i.e. University, etc.)

From the U.S.

- must demonstrate that their presence in Canada is required (non-discretionary)*
- must be able to quarantine for 14 days before beginning classes
- may apply for SP at the POE per R214

From any country other than the U.S.

- must demonstrate that their presence in Canada is required (non-discretionary)*
- must qualify for one (1) of the 24 classes of persons/exemptions in section 3(1) of OIC 22 (e.g. study permit issued prior to March 18, 2020)
- must be able to quarantine for 14 days before beginning classes

Students who apply for a Study permit at the POE

Students who meet the criteria above, may apply for a study permit at the POE. All normal conditions, as well as the new conditions under R183(d), must be provided to the student. R186(v) may be added to the study permit, if applicable.

You may refer to the GCMS wiki on [Study permits](#) for instructions.

***Determining Non-discretionary travel**



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Below is a non-exhaustive list of considerations to help officers determine if the travel is not optional or discretionary:

- Does the person have a letter from the Designated Learning Institution indicating their presence is required?
- Does the person have a pre-existing established life in Canada (i.e. housing, work, etc.)?
- Are there parts of the educational program which must be done in person (e.g., lab work)?
- Is school starting imminently (2-4 weeks) or can the student travel closer to the start of term?
- Can the person be reasonably expected to attend virtual courses? For example, if the courses are broadcast live and the time zone difference is prohibitive, the officer may find travel to be non-discretionary. If, on the other hand, virtual courses are pre-recorded, the student is able to access from any time zone.

If the country of origin prohibits or prevents the person from accessing Canadian online content, travel may be non-discretionary

Important: "Student experience" or "Preference" are not sufficient to determine that the purpose of travel is not optional or discretionary. Many students will travel with generic letters from their educational institution stating that the student's presence is required. Unless there are reasons to believe the letter is fraudulent, BSOs should give strong consideration to such letters.

Assessing time differences:

Assessing time difference to attend live sessions may be difficult.

BSOs may start with the idea that "Acceptable hours" for studies are between 6:00 and 22:00 for the student in their home country. BSOs can compare the student's class schedule hours to determine if time difference is too great to overcome. This grid may be used as a guideline.

Location of student	Current Time Zone of student	Scheduled classes (Canadian Time Zone)	Scheduled classes home country	Comments	Recommendation
Student in New York	UTC-4	8h00 – 16h00	8h00 – 16h00	Acceptable time zone (Same time zone)	discretionary
Student in New Delhi	UTC+5:30	8h00 – 16h00	17h30 – 01h30	Some classes may be outside of the "acceptable hours"	non-discretionary
Student in Paris	UTC+2	8h00 – 16h00	14h00 – 22h00	Acceptable time zone	discretionary
Student in Paris	UTC+2	17h00 – 22h00	23h00 – 04h00	Most classes may be outside of the	non-discretionary

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				"acceptable hours"	
Student in Beijing	UTC+8	8h00 – 16h00	20h00 – 04h00	Most classes may be outside of the "acceptable hours"	non-discretionary
Student in Beijing	UTC+8	17h00 – 22h00	05h00 – 10h00	Some classes may be outside of the "acceptable hours"	non-discretionary
Student in Sydney	UTC+10	8h00 – 16h00	22h00 – 06h00	Most classes may be outside of the "acceptable hours"	non-discretionary
Student in Sydney	UTC+10	17h00 – 22h00	09h00 – 14h00	Acceptable time zone	discretionary

FN seeking to establish themselves in Canada with an FN immediate family member who holds a status document, or approval for such document (Work Permit, Study Permit).

As indicated in Annex B, this travel will usually be considered non-discretionary if seeking to establish themselves or family in Canada for an extended period.

If the FN arrives from a country other than the United States, they must meet one of the exemptions listed in the OIC in place. In the most common cases, they will be in possession of a Family Reunification Letter (exemption 3(1)(b)), but they could be exempt by any other exemption.

Once determined that the FN meets the general rules for entry listed above, the BSO needs to determine the admissibility under IPRA. If the FN is eligible for an Open Work Permit, the permit should be issued at the POE.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.CORONA_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States

2020-HQ-AC-03-26-B: Restricting entry of United States citizens and other foreign nationals into Canada from the U.S. (all modes)

Commented [CJ1]: Title to change

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2020-HQ-AC-03-25-B: COVID-19: Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)

2020-HQ-AC-03-25-B, Annex A: Public Health Agency of Canada Contact Tracing Information Collection

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Shift Briefing Bulletin

Subject:	Restricting entry of United States citizens and other foreign nationals into Canada from the U.S. (all modes)
Date:	March 26, 2020 (Version 8: updated September 21, 2020)

This shift briefing bulletin **only** applies to foreign nationals (including United States [U.S.] citizens) and must be read in conjunction with operational bulletin OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

The prohibitions on entry do not apply to the following foreign nationals:

- a person registered as an Indian under the Indian Act;
- a person who, determined by the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act, not to pose a risk of significant harm to public health;
- a protected person within the meaning of s.95(2) of the Immigration and Refugee Protection Act (IRPA);
- a person who enters Canadian waters, including the inland waters, or the airspace over Canada on board a conveyance while proceeding directly from one place outside Canada to another place outside Canada on board the conveyance, as long as the person was continuously on board that conveyance while in Canada and, in the case of a conveyance other than an aircraft, the person did not land in Canada and the conveyance did not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law and, in the case of an aircraft, the conveyance did not land while in Canada; or
- a person entering to make a refugee claim and will not be directed back under the operational bulletin – OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry or OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.

The Order in Council (colloquially referred to as OIC 24), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States), has been made pursuant to section 58 of the Quarantine Act. OIC 24 has effect for the period beginning on September 20, 2020 (23:59:59) and ending on October 21, 2020 (23:59:59). The Order repeals and replaces the Order in Council P.C. 2020-0565 (OIC 21).

Definitions:

"Immediate family member" refers to:

- a) the spouse or common-law partner of the person;
- b) a dependent child of the person or of the person's spouse or common-law partner;
- c) a dependent child of a dependent child referred to in paragraph (b);
- d) the parent or step-parent of the person or of the person's spouse or common-law partner;
- or
- e) the guardian or tutor of the person.



Details:

General rules to be met for entry (subject to special rules for specific classes explained below):

- they must be asymptomatic; and
- their entry must not be for a purpose that is optional or discretionary; and
- they must be able to comply with the requirement to quarantine based on their purpose of travel and intended length of stay if required to do so.

Special rules for Entry for Specific Classes of Persons

Immediate family members of a Canadian Citizen or Permanent Resident:

- must be asymptomatic; *and*
- must demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.

Or

- must meet the General rules for entry

Optional or Discretionary Purpose of Travel

A foreign national is prohibited from entering Canada if the purpose of their trip is optional or discretionary, such as tourism, recreation or entertainment unless they:

- are an immediate family member of a Canadian citizen or permanent resident and enters Canada with the intention to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days;

Note: When considering the application for entry by foreign nationals who meet all IRPA and OIC requirements, officers must not seek to apply a test of the "essential" nature of their work to Canada. For example, a foreign national who holds a valid work permit, and whose place of employment in Canada is open for business, does not have to prove that their work is an essential service. Border services officers (BSOs) must be careful not to introduce an additional layer to the standard for entry which is not specified in the OIC / SBB.

Consult [Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Entry Restrictions and Exemptions - Non-Optional/Non-Discretionary Travel and Discretionary/Optional Travel\)](#) and [Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine\)](#) for more information.

Immediate family members of Canadian citizens or permanent residents

In accordance with subsection 3(2) of OIC 24 immediate family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:

- the foreign national intends to enter to be with their immediate family member who is a Canadian citizen or a permanent resident; and
- can demonstrate the intent to stay in Canada for a period of at least 15 days.



The purpose of travel for immediate family members of Canadian citizens and permanent residents of Canada is irrelevant as long they are entering to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days.

When processing a foreign national immediate family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria in ss. 3(2) of the OIC set out above, or is not able to demonstrate it, the BSO is to consider the purpose of travel and all relevant information. In other words, entry may still be permitted if they can establish the purpose for entry is not optional or discretionary.

Unable to comply with quarantine requirement based on purpose and duration of travel

A foreign national is prohibited from entering Canada from the U.S. if, based on the purpose of entry and intended length of their stay, they will not be able to comply with the requirement to quarantine.

This applies to foreign nationals who are coming to Canada for non-discretionary travel and whose stated purpose or duration for travel would mean they are unable to comply with the requirement to quarantine for the 14 day period pursuant to OIC 23, entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation) No. 4, in effect until September 30, 2020. .

If a foreign national meets all criteria to enter, and is able to comply with the 14 day mandatory quarantine period, but does not have a suitable quarantine accommodation, they are to be referred to the Public Health Agency of Canada (PHAC) in accordance with existing protocols outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

Note: In accordance with section 8 of OIC 23, a traveller does not need to remain in Canada to fulfill the 14 day quarantine requirement: a traveller can exit Canada before the 14 days ends. Consequently, travellers who seek entry to Canada en route to another U.S. destination will not have to complete 14 days of quarantine.

Actions required by BSOs:

At the port of entry (POE), the BSO must first determine whether or not the traveller is displaying any COVID-19 symptoms.

Asymptomatic Foreign nationals who arrive at the POE and are eligible to enter under the OIC

These travellers are to be authorized entry into Canada as long as no other IRPA concerns exist.

Follow all procedures outlined in shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

Note: If a foreign national arrives at a POE from the U.S., and their purpose in Canada is considered non-discretionary, they should be allowed to apply for a work permit at the POE if required and permitted to do so under section 198 of the Immigration and Refugee Protection Regulations (IRPR).

Foreign nationals who arrive at the POE and are not eligible to enter under the OIC



Asymptomatic

Foreign nationals who are prohibited from entering under the OIC are to be advised that they are subject to the prohibition on entry and not allowed into Canada in accordance with OIC 24 and are to be directed back to the U.S. as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR).

For more information please consult OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

Symptomatic

A foreign national is prohibited from entering Canada from the U.S. if they have reasonable grounds to suspect they have COVID-19, if they know they have COVID-19, or if they have signs and symptoms of COVID-19, including:

- a) a fever and cough; or
- b) a fever and breathing difficulties.

Foreign nationals who have a combination of either a fever and cough; or a fever and breathing difficulties will be advised that they are subject to the prohibition on entry in accordance with OIC 24. These foreign nationals will be directed back to the U.S.

BSOs are to determine if the traveller requires immediate medical attention. A foreign national who does not require immediate medical attention but is symptomatic, is to be processed in accordance with existing enhanced screening measure procedures as per the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

If the traveller requires immediate medical attention, the local emergency medical service is to be called. The BSO will defer the examination in accordance with section 23 of the IRPA until such time as the person is cleared by the PHAC quarantine officer (QO) or released from medical care. Entry pursuant to A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete examination once any period of self-isolation or treatment is complete. Once the foreign national becomes asymptomatic or no longer requires immediate medical care, the examination can resume and the office will determine admissibility based on existing processes.

For more information please consult OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

Public Conveyance

The BSO is to refer the traveller to a QO for further questioning. BSOs will follow standard procedures for contacting a PHAC QO through the PHAC Central Notification Service if no QO is on site. BSOs are to follow the directions of the PHAC QO once the QO completes a health assessment.

PHAC QO Orders Symptomatic Traveller to Isolate

If the QO orders the foreign national to isolate, the BSO will defer the examination in accordance with section 23 of the IRPA for the duration of the isolation period and until such time as the person is cleared by the PHAC QO. During this time, priority shall be given to public health and



officer safety considerations, and steps to determine inadmissibility that would require interaction with the foreign national should be likewise deferred. A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete their examination once any period of isolation or treatment is complete. Once the foreign national becomes asymptomatic, the examination can resume and the office will determine admissibility based on existing processes: e.g., if they fall under one of the exemptions, they may be admitted if not, the officer will advise the foreign national that they cannot enter Canada due to the prohibition order and allow them the opportunity to withdraw the application to enter Canada. Please note that once A23 option has been used, the foreign national can no longer be given a Direct Back.

For more information please consult OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

PHAC QO Determines Traveller is not a Case of Concern During Processing at POE

If the PHAC QO clears the traveller at the POE and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:

- Foreign nationals whose entry is not prohibited under the Quarantine Act emergency order can be allowed to enter Canada, absent other admissibility concerns. BSOs are to follow the process outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)) and follow the direction of the PHAC QO.
- Foreign nationals whose entry is prohibited under OIC 24 will be subject to a Direct Back to the U.S.

PHAC will provide support and guidance where required. BSOs will seek guidance from their superintendent as needed.

Claims for Refugee Protection

- Claim for refugee protection at airports, marine ports and between ports of entry: Consult OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry.
- Claim for refugee protection at land ports of entry: Consult OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.

Actions required by BSOs working at the Telephone Reporting Center and BSOs and superintendents working at verification offices:

Consult shift briefing bulletin 2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.



Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the POEs for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: [2020-HQ-AC-02-08-B Reporting – COVID-19](#) for reporting instructions and more information.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

- [Annex A: Entry Restrictions and Exemptions - Non-Discretionary Travel and Discretionary/Optional Travel](#)
- [Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation](#)
- [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#)
- [2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection \(Compliance and Monitoring\)](#)
- [2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#)
- [Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic 2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States](#)
- [OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry or](#)
- [OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.](#)
- [Quarantine Standard Operating Procedures](#)
- [2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada \(PHAC\)'s Quarantine Services: New PHAC Notification Procedures](#)
- [Job aid: Role of the BSO \(screening officer\)](#)
- [2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#)
- [2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus \(2019-nCoV\)](#)

Issued by: Coronavirus Task Force



Shift Briefing Bulletin

Subject :	New Title: Temperature Screening at International Airports
Date :	July 30, 2020 12:00PM (Eastern Time) Updated: September 23, 2020

Details:

Transport Canada (TC) has issued an Interim Order (IO) that requires all individuals, including CBSA employees, accessing a restricted/secure area at the airport be temperature screened prior to entering.

On July 30, 2020 the IO took effect at the four major airports:

- Vancouver International Airport
- Calgary International Airport
- Pearson International Airport
- Pierre Elliott Trudeau International Airport

Effective September 23, 2020, the IO will also apply to these additional 11 airports:

- Edmonton International Airport
- Halifax / Robert L. Stanfield International Airport
- Kelowna International Airport
- Ottawa / Macdonald-Cartier International Airport
- Québec / Jean Lesage International Airport
- Regina International Airport
- Saskatoon / John G. Diefenbaker International Airport
- St. John's International Airport
- Toronto / Billy Bishop Toronto City Airport
- Victoria International Airport
- Winnipeg / James Armstrong Richardson International Airport

Actions required by CBSA staff (including BSOs, Management, Intelligence Officers, etc.):

All CBSA staff required to cross the primary security line (PSL) in order to access a restricted area must undergo temperature screening performed by the Canadian Air Transport Security Authority (CATSA) using technology approved by Transport Canada. Such screening will take place at non-passenger screening (NPS) locations.

If you have a temperature reading of 38°C or greater, and do not have a medical certificate to explain a medical or physical condition that would result in an elevated temperature, you will be requested to wait for ten minutes prior to administering second temperature screening.



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If you have a temperature reading of 38°C or higher after the second temperature screening, you will be denied access to the restricted area.

If you are denied access to the restricted area due to a high temperature reading, CATSA will advise the Airport Authority who will suspend your restricted access card (RAIC) for 14 days. The RAIC will remain in your possession.

If you are refused access due to a high temperature reading, you **must** advise your superintendent, chief or manager immediately.

You will then be asked to:

- Go immediately to a place where you can quarantine for 14-days, and use private transportation such as a personal vehicle;
- Practice physical distancing by staying 2 meters (2 arm lengths) away from others;
- Practice frequent hygiene, including proper hand washing and coughing and sneezing into the elbow or tissue; and
- Wear a face covering/mask to protect others.

As per the IO, in order for you to return to work before the expiration of the 14 days you will need to provide your management a medical certificate stating that you do not have COVID-19 and do not have a fever or that your fever is as a result of medical or physical condition that would/may result in an elevated temperature.

Important: CBSA staff requested to return home due to a high temperature reading use leave code 6912. If you have a positive COVID-19 test, you are to use leave code 6911.

Actions required by CBSA management:

CBSA Management must ensure that staff are temperature screened as per the IO and in accordance with standard operating procedures in place at the airport. If an employee is denied access to the restricted area as a result of a high temperature reading, you are required to follow CBSA protocol of ensuring that the staff member returns home.

A CBSA employee who has had their RAIC suspended cannot be permitted to report to work for the 14 day period. The only way for employees to return to work before the completion of the 14 days, is to provide a medical certificate. The medical certificate must state that the employee does not have COVID-19 and does not have a fever, or that the fever is as a result of medical or physical condition that would result in an elevated temperature not related to COVID-19.

Important: CBSA management must notify the appropriate authorities at the airport that the employee is in possession of a medical note, or that the 14 day period is completed, and ensure that access is re-activated within 24 hours of that notification. CBSA management will not disclose the contents of the medical note to the airport authority.

Inquiries:

Officers may direct any questions through their management team to the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox:

CBSA.Corona.Virus.TF-GT.virus.Corona.ASFC@cbsa-asfc.gc.ca.

References:

Interim Order Respecting Certain Requirements for Civil Aviation Due to COVID-19, No. 8



Canada Border
Services Agency

Agence des services
frontaliers du Canada



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Issued by:

Novel Coronavirus Task Force

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Shift Briefing Bulletin

Subject:	COVID-19 – Marine Mode Enhanced Border Measures	
Date:	April 3, 2020	Updated: September 24, 2020

Details:

This shift briefing bulletin describes the enhanced border measures in the marine mode, including the processing of commercial and pleasure craft crew, passengers and supernumeraries. The bulletin must be read in conjunction with

- [2020-HQ-AC-03-26-B, Restricting the Non-essential Travel to Canada of U.S Citizens and Other Foreign Nationals Arriving from the United States \(All Modes\)](#),
- [2020-HQ-AC-03-25-B, COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)](#),
- [Annex to 2020-HQ-AC-03-25-B, PHAC Contact Information Collection \(Compliance and Monitoring\)](#), and
- [2020-HQ-AC-05-15 - COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#)

Note: Until expired or rescinded, Transport Canada's, "[Interim Order No. 3 Respecting Passenger Vessel Restrictions Due to the Coronavirus Disease 2019 \(COVID-19\)](#)" prohibits cruise ships carrying 500 or more persons on board from arriving in Canada. Furthermore, while the Public Health Agency of Canada (PHAC) Orders in Council (OIC) are in force, small cruise ships and tour boats carrying passengers for leisure and tourism purposes will not be permitted to enter Canada.

Note: The processing of ferries is addressed in shift briefing bulletin [2020-HQ-AC-03-25-B, "COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation \(All Modes\)"](#).

For further details in the scenario, click on the hyperlink, which is linked to the appropriate section in this bulletin.

Scenario	Action
Innocent passage – exempt from reporting, unless the vessel anchors, moors or comes alongside another vessel	No action needed unless the vessel anchors, moors or comes alongside another vessel, then quarantine and masks apply
Transiting through the Welland canals/locks	Discretionary travel and is prohibited. Must hire a captain/crew to reposition the vessel
Returning to Canada via pleasure craft through the New York Canal System	Canadian citizens (CCs)/permanent residents (PRs) must report to the CBSA, and referred to quarantine officer for quarantine instructions
Loop movement for fishing, touring, etc. in Canadian waters	Foreign nationals (FNs): Discretionary travel and is prohibited
Loop movement for leisure, touring, etc., in foreign waters	CCs/PRs: Exempt from quarantine



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<u>Entering Canada on a vessel</u> <u>Vessel clearance</u>	<u>Processing commercial crew:</u> Must answer PHAC health questions and clear customs/immigration before disembarking
<u>Travel restrictions for supernumeraries</u>	Quarantine is case dependent; must wear a mask
<u>Crew Discharge</u>	Exempt from quarantine, recommend quarantine until repatriation flight; must wear a mask
<u>Crew sign-off</u>	Exempt from quarantine; must wear a mask
<u>Crew joining a vessel</u>	Exempt from quarantine unless waiting for vessel to arrive in Canada; must wear a mask
<u>Marine research vessels approved by Global Affairs Canada</u>	Exempt from quarantine
<u>Crew arriving by pleasure craft</u>	Non-discretionary trip: Exempt from quarantine Discretionary trip: Direct Back, prohibited entry
<u>Importing a pleasure craft</u>	Quarantine and entry are case dependent
<u>Repositioning pleasure craft from storage/repair</u>	Quarantine and entry are case dependent
<u>Vessel going for repair in Canada</u>	Allowed entry and exempt from quarantine
<u>CBSA services suspended</u>	Quarantine and entry are case dependent
<u>CBSA interaction with RCMP</u> Boater meets exception from reporting, in between ports of entry	Quarantine and entry are case dependent
<u>Law enforcement officers / Shiprider</u>	Officers on these vessels are exempt from quarantine and permitted entry
<u>Prohibited entry but require fuel and provisions</u>	Require to quarantine and wear masks while in port

Note: Border services officers (BSOs) are to wear the appropriate personal protective equipment as per Annex to 2020-HQ-AC-03-25-B, "COVID-19 - Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes).

All travellers/crew who are exempt from quarantine must provide contact information as per Annex to 2020-HQ-AC-03-25-B, PHAC Contact Information Collection (Compliance and Monitoring).

Scenarios/Definitions:



Innocent passage

Persons on board vessels transiting Canadian waters, including inland waters, directly from one place outside Canada to another place outside Canada are not required to report to the CBSA and are not affected by the prohibitions of entry. This is referred to as the "right of innocent passage". The prohibition of entry does not apply to vessels carrying foreign nationals entering Canada for the exclusive purpose of transit provided that all person on board do not land in Canada and the conveyance does not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law. The transit movement must be direct, continuous and uninterrupted, and the route reasonable to the purpose of transit.

Note: Travellers exercising the right of innocent passage do not have to be asymptomatic; however, any ill travellers still have to be reported to the CBSA if the persons on board are required to present and report to the CBSA.

If transiting vessels do anchor in Canadian waters, persons aboard them must present and report to the CBSA as per ss.11(1) and ss.12(1) of the Customs Act according to the established procedures. BSOs will process the vessel and travellers on board, confirm that they are in transit, ask enhanced screening questions to determine if any travellers are symptomatic (to determine if an additional order is required from PHAC), and, unless compelling reasons exist to request an examination, will allow the vessel and travellers to continue with their transit.

Transiting travellers are subject to the mandatory quarantine requirements should they make landfall in Canada. They may make only non-discretionary, essential stops along the way (e.g., facilities use, refueling or acquiring essential supplies). Travellers will be asked to practice physical distancing and are required to wear a non-medical mask or face coverings during these stops. Additionally, for any period of time in which they are not travelling, for example, if required to spend the night, they will be required to remain on their boat. If that is not possible, then a hotel may be used for quarantine purposes until the travellers are ready to resume their trip.

Loop movements or circuitous routes for discretionary leisure purposes (e.g., tour boats, whale watching vessels, sightseeing, touring, pleasure or guided fishing) are prohibited.

Travel through canals and locks – Foreign Nationals

Travel through canals and locks for United States (US) boaters trying to go from one point in the US to another point in the US via lock systems in Canada for discretionary, optional, leisure reasons is prohibited by the OIC. Such movements are not considered innocent passage. As such, these vessels are not exempt from presentation and reporting requirements under the *Customs Act* and must report to the CBSA, at which point BSO will apply the prohibition of entry OIC and direct the boaters back to the US.

Travel through canals and locks – Returning Canadian Residents

The New York Canal System (NYCS) has opened all of their locks, which flow into Lake Ontario and Lake Erie. With that, it is anticipated that Canadian citizens and permanent residents will return to Canada via the NYCS and potentially transit through the different Canadian canal system on their way home. **When these boaters report to the CBSA, BSOs are to call their local PHAC quarantine officer (QO) for guidance in all cases. The QO will then give instructions on what to do for quarantine based on their situation.**

Canadian boaters entering US waters



PHAC has determined that Canadian boaters who simply transit or tour in US waters (loop movement) will not be required to quarantine when they re-enter Canada. However, at any point that an officer (RCMP/Shiprider on the water or a BSO at a marina) suspects that the returning Canadian boater might not have met conditions for the exceptions from presentation and reporting (e.g., officers saw the vessel land on the US shore, moor alongside another vessel in US waters, etc.), the officer may require that the travellers present and report, process the arrival and issue the direction to quarantine, as required.

Advance notification of illness on board vessels

As per the Quarantine Act, prior to arrival of a vessel at its destination in Canada, the vessel operator must inform a PHAC QO, or cause a QO to be informed, if any person, cargo or other things on board the conveyance could cause the spreading of a communicable disease.

In practice, this notification may occur while the carrier:

- Submits a Pre-Arrival Information Report (PAIR) to Transport Canada (TC) Marine Safety and Security;
- Submits a Pre-Arrival Notification (PAN) to the CBSA National Targeting Centre (NTC); or
- Signals an intention to participate in a vessel traffic management through the Canadian Coast Guard (CCG).

There is no legal obligation on the carrier to send this information to the CBSA nor is there an authority for the CBSA to demand this information - it's a voluntary process. This means that there may be situations when the CBSA will not be advised but PHAC will, or TC or potentially the CCG.

If a notification about an illness on board is received from the carrier by the NTC, the NTC will immediately notify the Border Operations Centre (BOC), who will contact the PHAC Notification Line and relay the information to a QO. The NTC will also advise the CBSA marine operations at the vessel's intended first port of arrival (FPOA) of the situation. If TC or the CCG receive this information, they will advise PHAC accordingly and the information will be shared among the Marine Security Operations Centre (MSOC) partners, including the CBSA. PHAC will also send the notification to BOC. Once the PHAC assessment is completed, PHAC will notify BOC of the results: health concerns are negated or, if health concerns are confirmed, what action will be taken with respect to the vessel and its crew and passengers (MEDEVAC of ill crew/passenger, isolation or quarantine of selected persons on board the vessel, disembark of all crew/passengers for on-land quarantine, etc.). BOC will relay this information to the NTC, who will advise CBSA regional operations accordingly.

Note: The PHAC assessment will be completed no sooner than the 24 hours out mark. It has been agreed that at 24 hours out, most vessels are in Canadian territorial waters, and, therefore, subject to the provisions of the Quarantine Act.

Any concerns identified with the vessel and details of PHAC's assessment will be communicated by the NTC through the Vessel Analysis and Targeting System (VATS) and direct communication with the CBSA regional office.

The following message is currently being pushed in VATS to the ports of entry (POE) clearing cargo vessels:

Note: Effective immediately, all health concerns reported to the CBSA by the vessel operator will be forwarded to a PHAC quarantine officer for review and assessment. In



cases of concern, PHAC will advise the CBSA accordingly and the vessel referral notes will reflect PHAC's concerns.

As PHAC's assessment is likely to occur not earlier than at 24 hours out, it is imperative that officers consult referral notes prior to boarding the vessel for any updates and instructions.

If no health issues are reported on the arriving vessel, the vessel will undergo clearance as per the standard CBSA procedures, taking into consideration the enhanced measures for screening of persons under the Quarantine Act.

Note: To prevent duplication of efforts, in cases when a vessel operator provided advance notification of illness on board and a PHAC QO is engaged with the captain to assess the situation, border services officers (BSO) will not be required to proceed with screening under the Quarantine Act as PHAC will perform this function. BSOs will proceed with customs and immigration clearances as per standard procedures.

Vessel Clearance process

The vessel clearance process must be followed as per D3-5-1 Marine Pre-Load/Pre-Arrival and Reporting Requirements, starting at section 204. The crew is not cleared until the inward package that includes: form E1, Ships Stores Declaration; Crew List (FAL form 5) and Passenger List (FAL form 6), if applicable; the form BSF552, Crew's Effects Declaration is presented to the nearest CBSA office designated for the clearance of vessels, which must be stamped by the CBSA and sent back to the originator, prior to any persons being allowed to disembark or embark the vessel, or any cargo being discharged. Any crew member who disembarks prior to the clearance is subject to enforcement action. The transmission of stamped paperwork back to the vessel indicates that all CBSA processes have been completed and persons on board are admitted and their goods are cleared for entry to Canada.

Important: Regional marine operations will conduct the screening under the Quarantine Act, customs and immigration clearance **as soon as possible** after the vessel arrives at the FPOA. Once all processes are completed, the clearance is to be communicated back to the vessel operator.

Travel restrictions

Foreign national crew members arriving on cargo vessels, who are engaged in the operation of the vessel, are considered essential workers and are exempt from the restrictions of the PHAC OICs provided they are asymptomatic. Passengers and supernumeraries, however, would not generally meet the exceptions under the OICs as their presence in Canada is discretionary. This means they cannot disembark the vessel anywhere in Canada, unless they are disembarking with their discharging crew family member and returning home. **Note:** Please see section on commercial and research fishing vessel for a special exemption for certain supernumeraries engaged in activities on these vessels.

Please refer to shift briefing bulletins 2020-HQ-AC-03-26-B, "Restricting the Non-essential Travel to Canada of U.S Citizens and Other Foreign Nationals Arriving from the United States (All Modes)", and 2020-HQ-AC-03-26, "Prohibiting Certain Foreign Nationals from Entering Canada from any Country Other than the United States" for exceptions from entry prohibitions.

Note: There may be cases where authorized supernumeraries may enter Canada to join a vessel to perform work on the vessel. These may be technicians specified by a government, manufacturer, or the manufacturer warranty, as required to maintain or repair equipment necessary to support critical infrastructure (energy and utilities, information and communication



technologies, finance, health, food, water, transportation, safety, government and manufacturing, e.g., superintendents sent by a shipping company, service engineers, etc.). Upon arriving at a POE, those who fall under the above categories will not be prohibited from entering the country. These supernumeraries may enter and depart the vessel without the 14 day quarantine requirement.

While reviewing crew and passenger manifests in advance of the vessel's arrival in Canada, the NTC will advise the captain that persons who are non-essential to the operation of the vessel (i.e., any person who is not a crewmember or an essential supernumerary as described above) are subject to the restriction of entry and not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order and advise the regional CBSA marine operations.

When clearing vessels, marine BSOs may exercise discretion in cases of some persons (discharged crew or non-essential supernumeraries) transiting Canada on vessels heading from the United States or Canadian ports ocean-ward (e.g., bulk ships in the Great Lakes going up through the Seaway), if the passage is not optional/non-discretionary and necessary to transport the person out of Canada to their country of residence. In such cases the person should be instructed to quarantine on the vessel and not leave the ship under any circumstances while the vessel is transiting through Canadian waters. BSOs should fill out forms BSF502, Notice to Transporter and BSF502-1, Obligation to hold a person on a vessel and provide these to the captain.

Processing of cargo vessels

Prior to commencing the screening, it is recommended that BSOs first question the captain to determine if any crew members might be ill, even when there was no advance indication of illnesses on board.

BSOs will follow the enhanced screening process contained in shift briefing bulletin 2020-HQ-AC-03-25-B, "COVID-19 - Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)" **and make every effort to visually inspect all persons on board for signs of illness or disease and ask specific enhanced screening question, "Do you currently have a cough, difficulty breathing, or feel you have a fever?"**

If there are no health concerns, asymptomatic crew remaining on board (who are not signing off in Canada – see the section below for crew discharges) will **not** be instructed to quarantine for 14 days while in Canada. The vessel processing, examination and clearance may continue according to the standard processes, and the crew will be free to continue with their normal duties associated with the operations of the vessel once the vessel is cleared. However, if any crew, passenger or supernumerary appears to be ill, or answers "Yes" to the enhanced screening question, BSOs will refer the traveller to a PHAC QO for a health assessment.

Important: BSOs are to follow procedures for contacting the PHAC Notification Line contained on the Screening Officer Cue Cards, shift briefing bulletin 2019-HQ-AC-05-15, and in the Quarantine Standard Operating Procedures. PHAC Notification Line: **1-833-615-2384**.

If there are any asymptomatic passengers or non-essential supernumeraries on board the vessel, BSOs will advise the captain that they are not permitted to enter Canada. As such, they are to be kept on board the vessel and are not allowed to disembark while the vessel is in Canada, unless they are disembarking with their discharging crew family member and returning home. Forms BSF502 and BSF502-1 should be filled out for those remaining on board. BSOs will advise the PHAC Notification Line about the presence of passengers or non-essential supernumeraries on board the vessel for subsequent monitoring of compliance. Once the vessel is cleared for entry to Canada, BSOs are not responsible for ensuring that passengers or supernumeraries remain on board at the subsequent ports of call in Canada; however, any information regarding non-



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compliance should be reported to PHAC as per the established protocols (2020-HQ-AC-03-29, "Non-compliance with a mandatory order to self-isolate").

Asymptomatic crew on commercial vessels are required to fill out the Coronavirus Form (traveller contact information), or complete ArriveCAN, as per Annex to 2020-HQ-AC-03-25-B - COVID-19 - Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes) .

Note: BSOs should have a supply of the three PHAC Coronavirus Handouts, BROWN (information for asymptomatic exempted essential workers), GREEN (asymptomatic person who must quarantine) and RED, should they need to provide one to persons on board the vessel.

The CBSA will make every effort to attend every vessel in person. However, in cases where in-person verification is not possible or feasible, vessels may be cleared by telephone on condition that the enhanced screening measures are followed. BSOs will question the captain with respect to the health status of all on board and make a referral to a PHAC QO if any issues are identified. The BSO will also remind the transporter of their obligation not to let anyone on board who is not exempted under the OICs (i.e., passengers or non-essential supernumeraries) to disembark the vessel or else they are liable under s. 258.1 IRPR.

Crew departing a vessel in Canada

At FPOAs, the vessel will be required to provide names of all crew being discharged or signed-off at the FPOA or at any subsequent ports of call in Canada. Officers must identify if the crew member is being discharged (cessation of duties by termination of employment) or is signing off (a break in duties due to time off). It is recommended that crew quarantine and follow provincial health guidelines.

Discharged crew (Enforcement Manual 17, Section 8.6):

The master must immediately notify a CBSA officer when a crew member, who is not a Canadian citizen or permanent resident is discharged [R268(1)]. Once their employment status is terminated by the transporter, a foreign crew member retains temporary resident status for 72 hours after entry to Canada. This period may be shortened or lengthened by a BSO where warranted (e.g., no flight availability). In such a case, the passport or seaman's book carried by the discharged crew member should be stamped and the code letter C followed by the expiry date should be written below the port stamp impression. The name of the vessel should be written under the expiry date.

Crew signing off:

Crew members signing off do not have a prescribed timeframe within which they must leave Canada. Enforcement Manual 4, Section 13.24 states for a seafarer who is signing off a vessel, a BSO during a secondary examination can consider issuing a Visitor Record if they are of the opinion there is a need to document the seafarer's entry for control purposes, regardless of the length of stay.

Financial Liability for Crew Members:

Regardless of the circumstances, commercial transporters are liable for all costs related to the departure and removal of their crew members from Canada. They are also liable for the costs of all medical treatment administered in Canada.



Exemption from quarantine:

During FPOA processing, the CBSA will make every effort to meet all crew being discharged/signed-off from the vessel to visually screen them for signs and symptoms of an illness prior to the crew being admitted. If this is not possible or feasible, BSOs will advise discharging/signing-off crew, via phone, to wear a mask and maintain physical distancing. The BROWN pamphlet can be emailed to the vessel for distribution.

Note: PHAC has provided direction that all discharged/signed-off crew are covered by the exemption from the quarantine order. As such, asymptomatic discharged crew will be processed as follows:

- Canadian crew returning home will **not** be required to quarantine for 14 days; however, they do need to wear a mask on their trip home (to be provided by the BSO, if possible). The BSO may also advise the person to take every precaution and maintain physical distancing on the way to their residence. The BSO will provide the BROWN pamphlet to discharged crew members.
- Foreign crew, and their families (supernumeraries), will be permitted to go directly to an airport to depart Canada and will be advised to take every precaution and maintain physical distancing during their trip. Recommend quarantine and adherence to provincial health guidelines if there are delays in departing Canada.
- Any discharged/signed-off crew, and their family member(s), who will be taking a flight home, will be provided with a mask kit and instructed to wear the surgical mask during their travel home and to immediately contact a local health authority should they become ill during their travel. The BSO will provide the BROWN pamphlet to discharged crew members.

During FPOA processing, these instructions will also be issued to crew intending to sign-off/discharge at a subsequent port of call in Canada.

Shore leave

The CBSA does not prohibit shore leave for crew. However, the captain of the vessel may do so in the interest of the health and safety of the crew.

Foreign nationals joining vessels in Canada

As per R184(2)(b) foreign nationals arriving in Canada to become a crew member must join the means of transportation within the period imposed as a condition of entry or, if no period is imposed, within 48 hours after they enter Canada. Enforcement Manual 4, Section 13.26 states for a foreign national seeking entry to join a crew of a vehicle already in Canada, a BSO should impose a condition that would require them to join the means of transportation within a specified period of time [R184]. The BSO should allow a reasonable period within which the person can join the conveyance.

While waiting to join the vessel, all foreign crew must wear a face mask or covering, quarantine themselves in a suitable place (hotel) and otherwise practice physical distancing until they are ready to join the vessel.

Commercial fishing vessels

Foreign crew on commercial fishing vessels are authorized to enter Canada for the purpose of carrying out fisheries-related activities and are not required to quarantine (subject to stricter



provincial requirements). These exceptions do not apply to persons who show symptoms of COVID-19.

Crew returning to Canada directly from fishing grounds beyond Canada's territorial sea are also exempted from a 14-day quarantine requirement.

Note: Specific to the fishing industry, there are exemptions from entry prohibition and requirement to quarantine for certain asymptomatic supernumeraries including observers, scientists, inspectors and other supporting commercial and research fishing-related activities, who enter Canada aboard a Canadian or foreign fishing vessels, for the purpose of carrying out fishing or fishing-related activities, including offloading of fish, repairs, provisioning the vessel and exchange of crew.

Marine Scientific Research Vessels

Vessels engaged in research that are operated by or under the authority of the Government of Canada, or at its request, or operated by a provincial government, a local authority or a government, council or other entity authorized to act on behalf of an Indigenous group are exempt from the travel restrictions and requirement to quarantine provided that all persons remain continuously on board the vessel. All persons aboard these vessels, whether crew member, supernumerary or other, qualify for the exemption.

Vessels that wish to conduct marine scientific research activities in Canada must apply to the interdepartmental Marine Scientific Research (MSR) authorization committee, led by Global Affairs Canada. Once the MSR vessel receives approval, the Foreign Expeditions and Arctic Research (FEAR) program within CBSA will advise the POE of the arrivals. For reporting purposes, the crew includes all persons employed aboard, such as scientists, technicians and divers as per IRCC Enforcement Manual 17, section 5.12. As such, the crew are exempt from quarantine under the OICs.

Processing of pleasure craft at direct reporting sites

Pleasure craft arriving in Canada may report to the CBSA at Direct Reporting Sites for Marine Private Vessels (DRS/M) for in-person clearance or at Telephone Reporting Sites / Marine (TRS/M) by calling the Telephone Reporting Centre (TRC).

Note: Please refer to shift briefing bulletin 2020-HQ-AC-05-15, "COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices" for information on processing of pleasure that report through the TRC.

All private pleasure craft reporting at DRS/Ms will be met and cleared by the CBSA in person. A BSO will conduct full questioning of all foreign national travellers with respect to the purpose of travel (discretionary vs non-discretionary) and visually inspect all persons on board for signs of illness or disease and follow the established enhanced screening protocol. Persons arriving from the United States who do not meet exceptions under the PHAC OICs will be directed back to the United States as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR). Persons arriving from other countries will be offered the option to withdraw their application to come to Canada.

Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, officers will follow instructions in the operational bulletin OBO-2020-021, "Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic".



Importation of pleasure craft by water

Important: PHAC OICs do not impact the cross-border movement of goods, including conveyances..

Persons entering by right (CCs, PRs, and registered Indians) may navigate any type of vessel without any entry restrictions. They may report to any designated marine port, even if service has been suspended.

Furthermore, PHAC has determined that persons hired on an employment agreement engaged in movement of conveyances across the border (commercial importation or repositioning of private vessels) are exempt from the prohibition of entry and subsequent quarantine.

Note: Persons entering by right who are not under hire to operate the vessel in the cross-border movement (i.e., not crew members), while not subject to entry prohibitions, must quarantine for 14 days upon arrival in Canada.

Commercially imported marine pleasure craft:

Marine dealers (who do not meet the definition of a commercial carrier) importing pleasure craft by water may continue to avail themselves of TRC reporting and qualify for a commercial goods release under the Hand Carried Goods Release Process (as per the [TRC procedures](#)). The processing for the clearance and accounting of these vessels has not changed, and these importations should be cleared as per the standard commercial clearance mechanisms.

Repositioning of private boats by hired persons:

Private boat owners whose vessels are stored or will be stored on either side of the border, may hire on contract a foreign national or a Canadian vessel skipper/captain to retrieve their vessel from storage and reposition the vessel across the border.

To facilitate the entry of hired skippers to Canada, the employer (the Canadian or the US vessel owner, whatever the case) must provide the employed person a written contract describing the required job remuneration, etc. The hired person may enter Canada by land or another vessel when coming to pick-up a vessel for export, or by water when dropping off a vessel in Canada.

Removal of foreign vessels from storage/repair in Canada:

Foreign national pleasure craft owners who can demonstrate to a BSO an urgent need to export their vessels from Canada (e.g., for their business abroad, livelihood, or for the care of, or providing supplies to, a vulnerable person abroad), are permitted to enter Canada. The vessel owner arriving to retrieve their vessel may present themselves at any POE. The person must wear a mask upon arrival in Canada, for the duration of their activities in Canada, and on their way out from Canada, and maintain personal distancing at all times while in Canada. BSOs are to use their discretion when encountering these situations.

Foreign vessels entering Canada for repair:

Foreign vessels used for recreational, touring or leisure purposes have sought and will continue to seek entry into Canada for repairs, especially as the boating season comes to an end. These vessels are allowed to enter Canada as long as the vessel has a crew or a person is hired to reposition the vessel as outlined above. Passengers/owners may not be onboard when this movement is made.

Marinas where CBSA service has been suspended:



Exempt vessels being imported or repositioned to Canada are still permitted to report to the CBSA at designated marine ports of entry. If there are no open designated marinas in the area, the CBSA will facilitate the clearance at one of its other sites even if the service has been suspended at those locations. **If a request for such a vessel movement is received in advance, the local CBSA office may make arrangements with the importer for the best location where the report and inward processing may be conducted.** Please refer to shift briefing bulletin 2020-HQ-AC-05-15, "COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices" for information on the use of marine reporting sites where the CBSA services have been suspended.

Pleasure craft meeting exceptions from presentation and reporting under the Customs Act

Vessels arriving in Canadian waters carrying persons who meet the presentation and reporting exceptions found in subsections 11(5) and 12(5) of the Customs Act. As such, these persons are not required present themselves to a screening officer at the nearest entry point as required by section 12 of the Quarantine Act. However, these travellers are still subject to travel restrictions and prohibitions outlined in the PHAC OICs. The CBSA has no authority to intercept these vessels in Canadian waters as these are considered between-POE interceptions, which can only be carried out by the Royal Canadian Mounted Police (RCMP).

RCMP officers are customs officers under the Customs Act and screening officers under the Quarantine Act. As such, vessel passage and report information may be shared with RCMP marine patrols or land patrols tasked with enforcing COVID-19 border management measures.

RCMP marine patrols will be liaising with the TRC to determine a vessel's status in Canada. In the case of boaters who have not reported to the TRC because they meet the exceptions from presentation and reporting in the Customs Act, RCMP officers will require them to report to the CBSA [as per the residual authorities in ss.11(5) and ss.12(5)] and conduct screening under the Quarantine Act and the primary questioning as per standard procedures. If any symptomatic travellers are on board who do not require immediate medical assistance, and/or if it is determined that the traveller's entry to Canada is discretionary and travellers do not meet the exceptions from restrictions in the OIC, the BSO will instruct the boater and persons on board to leave Canadian waters immediately [direct back as per R41(d) or allowed to leave, whichever is applicable].

Note: The RCMP has no authority to issue a direct back or an allowed to leave under IRPR; however, police officers have their own authorities to enforce the OICs. RCMP officers will request that a BSO issue a direct back in cases when a foreign boater:

- 1) does not voluntarily leave;
- 2) has been previously warned about discretionary/non-essential travel; or
- 3) must present and report to the CBSA as per section 11 of the Customs Act (made landfall, anchored, made contact with another vessel, etc.).

These passages will be entered into the TRCS and suitable notes entered on the passage and, if an allowed to leave or a direct back is issued by a BSO, the immigration enforcement action will be documented in the GCMS.

Important: If an RCMP officer contacts the TRC or any other CBSA office, with a request for a BSO to issue a direct back to foreign nationals intercepted in Canadian waters, BSOs will do so and record it in the GCMS.

In certain geographical areas, RCMP marine patrols and other local police of jurisdiction marine patrol units may also be tasked to intervene if it is confirmed that a boater has willfully



disregarded CBSA's direction to depart Canadian waters. BSOs and superintendents at the TRC and verification offices are expected to have awareness as to contact information of all law enforcement marine patrol services in their area of responsibility.

Law enforcement officers and Shiprider operations

Canada-US Shiprider program, officially known as Integrated Cross-border Maritime Law Enforcement Operations are jointly crewed vessel with Canadian and US law enforcement officers (LEO) on board who patrol the water and are authorized to cross the international boundary lines without reporting. As such, US Law Enforcement Officers who transit through Canada are permitted entry as their travel is considered non-discretionary since it is part of their employment duties. Canadian LEOs/RCMP who transit through the US, as well as US LEOs who transit through Canada, are exempt from the 14 day quarantine period.

Vessels with foreign nationals prohibited entry to Canada that require refueling and provisions

While the OICs prohibiting the entry of foreign nationals are in force, vessels arriving from many foreign locations (Caribbean, the Azores, or even some areas of the US), may require provisions of fuel, water and food, etc., prior to being able to leave Canada. These vessels may have foreign nationals on board who are prohibited from entering Canada under the OICs. The captain of the vessel will be instructed that no foreign nationals who are onboard and who are prohibited from entering under the OIC are allowed to leave the vessel during its short stay in Canada.

The BSO will issue an allowed to leave or a direct back to U.S., whichever is applicable, to all foreign nationals on board who are prohibited from entering under the OICs. The BSO will issue the BSF502, Notice to Transporter and BSF502-1, Obligation to hold a person on a vessel [R261(1)] to the vessel operator, who will then be required to keep all foreign nationals who are prohibited from entering on board until the re-provisioning is completed.

BSOs will inform the master that every effort must be made to obtain supplies by delivery service, without anyone leaving the vessel. If this is not feasible, the processing BSO will contact the PHAC Notification Line to explain the situation and request direction on how to handle the vessel. The processing BSOs will take notes on PHAC's direction with respect to the vessel in their officer's notebook, the GCMS or the TRCS, as the case may be.

The transporter is required to satisfy an officer that all persons who were issued an allowed to leave or a direct back have left Canada. To that end, the BSO will require the captain to report to the CBSA when all re-provisioning is completed and the vessel is ready to exit Canada. This report may be made by telephone to the local CBSA office. A BSO may elect to attend the vessel's location to verify the travellers' departure from Canada. In rare cases when the local verification office is not available, the captain should be advised to contact the TRC to report that the vessel is ready to depart. In either case, wherever possible, a note should be added to the verification notes in the TRCS that the vessel has reported its exit from Canada.

Actions required by BSOs:

- BSOs in marine operations and verification offices which process small vessels are required to understand and implement the above procedures for the clearance of marine vessels as well as those contained in the associated shift briefing bulletins and operational bulletins.

Actions required by superintendents:

- Superintendents must ensure that front line officers follow the above outlined procedures.



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- Superintendents will ensure that officers promptly enter examination notes in VATS and acquit all referrals in ACROSS.
- Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT.
- Verification office superintendents will report on data for conveyances met and cleared by verification offices, and the TRC superintendents will report on data for conveyances which were not met by the verification office, and which were cleared/processed by the TRC, if applicable. Verification office superintendents will also ensure that exam notes are entered into TRCS by the verification officer.
- Consult shift briefing bulletin 2020-HQ-AC-02-08-B, "Reporting – COVID-19 for reporting instructions and more information".

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona.Virus.TF-GT.virus.Corona.ASFC@cbsa-asfc.gc.ca.

References:

OBO-2020-032, COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry

2019-HQ-AC-05-15, Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures

Quarantine Standard Operating Procedures and Job aid: Role of the BSO (screening officer)

Issued by:

Novel Coronavirus Task Force



Annex C to 2020-HQ-AC-03-26

Subject :	Class of Persons - OIC 25
Date :	September 28, 2020

Classes of Persons pursuant to section 3(1) of OIC 25

(a) An immediate family member of a Canadian citizen or of a permanent resident as defined in subsection 2(1) of the Immigration and Refugee Protection Act.

"Immediate family member" refers to:

- a) the spouse or common-law partner of the person;
- b) a dependent child of the person or of the person's spouse or common-law partner;
- c) a dependent child of a dependent child referred to in paragraph (b);
- d) the parent or step-parent of the person or of the person's spouse or common-law partner; or
- e) the guardian or tutor of the person.

(b) A person who is authorized, in writing, by an officer designated under subsection 6(1) of the IRPA to enter Canada for the purpose of reuniting immediate family members.

(c) A crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who seeks to enter Canada only to become such a crew member.

(d) A member of a crew as defined in subsection 3(1) of the IRPR or a person who seeks to enter Canada only to become such a member of a crew.

(e) A person who is exempt from the requirement to obtain a temporary resident visa under paragraph 190(2)(a) of the IRPR and the immediate family members of that person.

(f) A person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response.

(g) A person who arrives by any means of a conveyance operated by the Canadian Forces or the Department of National Defence.

(h) A member of the Canadian Forces or a visiting force, as defined in section 2 of the Visiting Forces Act, and the immediate family members of that member.

(i) A French citizen who resides in Saint-Pierre-et-Miquelon and has been only in Saint-Pierre-et-Miquelon, the United States or Canada during the period of 14 days before the day on which they arrived in Canada.

(j) A person or any person in a class of persons who, as determined by the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act:

- (i) does not pose a risk of significant harm to public health, or
- (ii) will provide an essential service while in Canada:
 - Technicians or specialists specified by a government, manufacturer, or company, as required to inspect, maintain or repair equipment necessary to support critical infrastructure (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing).



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- Persons, including a captain, deckhand, observer, inspector, scientist, veterinarian and any other person supporting commercial or research open water aquaculture-related activities, who enter Canada for the purpose of carrying out aquaculture-related activities, including fishing, transporting fish to and from the aquaculture facility, treating fish for pests or pathogens, repairs, provisioning of aquaculture-related vessels or aquaculture facilities or exchange of crew and who proceed directly to an open water facility or vessel upon entry to Canada; and
- Officials of a foreign government, including border services officers, immigration enforcement officers, law enforcement and correctional officers, who are escorting individuals travelling to Canada or from Canada pursuant to a legal process such as deportation, extradition or international transfer of offenders.

(k) A person or any person in a class of persons whose presence in Canada, as determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest.

(l) the holder of a valid work permit or a study permit as defined in section 2 of the Immigration and Refugee Protection Regulations.

(m) A person whose application for a work permit referred to in paragraph (l) was approved by IRCC and who has received written notice of the approval, but who has not yet been issued the permit.

(n) A person whose application for a study permit referred to in paragraph (l) was approved under the Immigration and Refugee Protection Act, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet been issued the permit.

(o) A person permitted to work in Canada as a student in a health field under paragraph 186(p) of the IRPR.

(p) A person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the IRPR.

(q) A licensed health care professional with proof of employment in Canada.

(r) A person who seeks to enter Canada for the purpose of delivering, maintaining, or repairing medically-necessary equipment or devices.

(s) A person who seeks to enter Canada for the purpose of donating or making medical deliveries of stem cells, blood and blood products, tissues, organs or other body parts that are required for patient care in Canada during the validity of the Order or within a reasonable period of time after the expiry of the Order.

(t) A person whose application for permanent residence was approved under the IRPA, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet become a permanent resident under that Act.

(u) A worker in the marine transportation sector who is essential for the movement of goods by vessel, as defined in section 2 of the Canada Shipping Act, 2001, and who seeks to enter Canada for the purpose of performing their duties in that sector.

(v) A person who seeks to enter Canada to take up a post as a diplomat, consular officer, representative or official of a country other than Canada, of the United Nations or any of its



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agencies or of any intergovernmental organization of which Canada is a member, and the immediate family members of that person.

(w) A person who arrives at a Canadian airport aboard a commercial passenger conveyance and who is transiting to a country other than Canada and remains in a sterile transit area within the meaning of section 2 of the IRPR.

(x) A person who seeks to enter Canada on board a vessel, as defined in section 2 of the Canada Shipping Act, 2001, that is engaged in research and that is operated by or under the authority of the Government of Canada or at its request or operated by a provincial government, a local authority or a government, council or other entity authorized to act on behalf of an Indigenous group.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States

Issued by:

Coronavirus Task Force



Canada Border
Services Agency Agence des services
frontalières du Canada



Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B

Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine

Annex B is to be read in conjunction with Annex A and the respective SBB. This annex is to support the assessment of the purpose of travel test, and the FN must still meet the respective standard of entry in full.

Scenarios have been developed to assist border services officer (BSOs) and liaison officers (LOs) in determining whether entry is for a discretionary/optional purpose and therefore prohibited.

These scenarios only apply to foreign nationals (FN) who are not otherwise excepted or exempt from the OIC under another category. All scenarios below involve a FN who is neither a registered Indian nor protected person, and who is not symptomatic for COVID-19. References to "Canadian" pertain to both CC and PRs, unless otherwise specified.

	Scenario	Type of Travel: Discretionary / Non-discretionary	Rationale	Quarantine?
Work related scenarios				
W1	FN worker who lives in one country and works in the other.	Non-discretionary	Cross-border workers OIC 24	Exempt pursuant to section 6(e) of OIC 26
W2	FN travelling to Canada to work under the Seasonal Agricultural Worker Program (SAWP).	Non-discretionary	Holder of valid work permit and coming to work. OIC 25	14-days
W3	FN on a work permit whose primary residence is in Canada	Non-discretionary	Primary Residence is Canada OIC 24 & 25	14 days.

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W4	FN on a work permit whose primary residence is not in Canada.	Dependent on circumstances	Generally considered non-discretionary if coming to establish themselves in Canada. Purpose of travel to Canada must be considered.	N/A if not admitted 14 days if admitted
W5	FN with business not yet open due to seasonality	Dependent on circumstances	If the purpose of the travel is to prepare the business for seasonal opening, the foreign national should be permitted to enter. If opening of this business has been cancelled or suspended due to COVID-19, the purpose of trip is discretionary. OIC 24 If from a country other than the U.S., traveller would need to qualify for an exemption under section 3(1) of OIC 25 in order to be permitted to travel to and enter Canada.	N/A if FN not admitted 14 days for FN admitted but, if the length of trip is shorter than 14 days, may break quarantine to leave Canada pursuant to section 8 of OIC 26
W6	FN who owns a Canadian business which is open.	Dependent on circumstances	If from the U.S., travel is non-discretionary as it supports economic activity and supply lines. Travel should be permitted. OIC 24 If from a country other than the U.S., traveller would need to qualify for an exemption under section 3(1) of OIC 25 in order to be permitted to travel to and enter Canada.	14 days but may be exempt pursuant to OIC 26
W7	FN who has farm land or livestock in both Canada and the United States (U.S) and needs to travel back-and-forth for commercial and economic reasons.	Non-discretionary	Economic services and supply chains – no optional or discretionary activities while in Canada. OIC 24	Exempt – section 6(e) of OIC 26.
W8	FN farmer travelling to Canada to buy farming equipment or livestock.	Non-discretionary	Economic services and supply chains – no optional or discretionary activities while in Canada. OIC 24	Exempt – section 6(e) of OIC 26.
W9	Commercial importer (including B3 importer using parcel pick-up services).	Non-discretionary	Economic services and supply chains OIC 24	Exempt pursuant to section 6(e) of OIC 26

W10	FN seeking to enter Canada to access mining camps in the U.S. that can only be accessed through Canada.	Non-discretionary	Transiting through Canada for non-discretionary purposes – no optional or discretionary activities while in Canada. OIC 24	Exempt – section 6(e) of OIC 26.
W11	FN emergency workers that serve cross-border communities.	Non-discretionary	Safety and security OIC 24	Exempt pursuant to section 6(g) of OIC 26
W12	FN emergency workers in the US who need to transit Canada to get to another US location.	Non-discretionary	Safety and security OIC 24	Exempt pursuant to section 6(g) of OIC 26
W13	FN employed by utility or other infrastructure company seeking to enter to maintain, service & repair infrastructure.	Non-discretionary	Critical Infrastructure Support OIC 24	Exempt pursuant to section 6(g) of OIC 26
W14	FN essential workers (nurses, fire fighters, infrastructure maintenance crews, etc.) that live in one country and work in the other.	Non-discretionary Applies only when travelling to and from work.	Cross-border employment OIC 24	Exempt pursuant to section 6(e) and (g) of OIC 26
W15	FN essential workers that live in one country and want to have dinner with friends in the other.	Discretionary / Optional	Optional or discretionary OIC 24 & OIC 25	N/A – not admitted
W16	FN entering to facilitate commercial importation of rescue animals/pets into Canada using a paid 3rd party.	Non-discretionary	Animals are considered goods. The third party foreign national is doing what they are paid to do and carrying out their employment function.	Exempt pursuant to section 6 of OIC 26: <ul style="list-style-type: none"> • s6(a) - if aircrew involved; • s6(b) – if member of crew as per the IRPRs6(e) – Trade and Transport
W17	FN spouse/child of FN truck driver accompanying on trip to Canada.	Non-discretionary – if there are no reasonable means for the spouse/child to return home or if the spouse/child share driving responsibilities	The goal of the Government of Canada is to not turn the truck around simply because of the OIC.	Driver - may be exempt pursuant to section 6(e) of OIC 26.

		Discretionary / Optional - if there are means for the spouse/child to return home (not applied to minor children travelling alone with the driver)	<p>Though the travel of the spouse/child may be discretionary, given their familial ties to the driver, and that the only conveyance is the truck delivering goods, they should not be denied entry. Also non-discretionary if they are co-drivers.</p> <p>If, however, the spouse/child is able to seek alternate ways to return home from the port of entry (POE), then the travel would be discretionary or optional.</p> <p>OIC 24</p>	<p>If additional passenger is a co-driver, may be exempt pursuant to CPHO “essential services” pursuant to section 6(e) of OIC 26.</p> <p>If non co-driver & admitted (child, spouse) – required to quarantine but may break quarantine to leave Canada pursuant to section 8 of OIC 26.</p>
W18	FN truck driver as above accompanied by a non-immediate family member (i.e. friend) FN.	Discretionary / Optional	<p>The circumstances in this case are different given the absence of familial ties. The argument here is that the other person, provided they’re an adult, can make arrangements to return home from the POE.</p> <p>This analysis may change if the passenger shares in the driving duties (i.e. co-driver).</p> <p>OIC 24</p>	N/A – not admitted
Vessels/Crew/Private aircraft related scenarios				
C1	FN crewmembers arriving by air or land to join a vessel in Canada	Non-discretionary	<p>Crew members – 3(1)(c) or (d) in OIC 25</p> <p>Generally needs to be in close proximity to taking up duties as crew (ie, coming 4-6 weeks in advance would be problematic due to the entry having to be “only” for taking up duties as members of a crew).</p> <p>OIC 25</p>	Exempt pursuant to section 6 (a) of OIC 26
C2	Commercial shipping crews in the Great Lakes who disembark in Canada to fly home and the replacement crews who need to replace them.	Non-discretionary	<p>Transiting through Canada for non-discretionary/not optional purposes – no optional or discretionary activities while in Canada.</p> <p>OIC 24 & 25</p>	Exempt pursuant to section 6(e) of OIC 26.

C3	FN supernumeraries (not crew) who are coming to perform essential work on a vessel (e.g., engineers, pipe fitters, etc. but not including family members of crew)	Non-discretionary	Technicians or specialists to maintain/repair critical infrastructure equipment under CPHO for essential services – 3(1)(j)(ii) in OIC 25 Note: There may be cases where authorized supernumeraries may enter Canada to join a vessel to perform work on the vessel. These technicians specified by a government, manufacturer, or the manufacturer warranty, as required to maintain or repair equipment necessary to support critical infrastructure (energy and utilities, information and communication technologies, finance, health, food, water, transportation, safety, government and manufacturing, e.g., superintendents sent by a shipping company, service engineers, etc.). Upon arriving at a POE, those who fall under the above categories, will not be prohibited from entering the country, provided that documentation related to the essential service is presented and verified by a BSO. These supernumeraries may enter and depart the vessel without the 14 day quarantine requirement, but must wear masks upon entry into Canada and while in transit to and from the vessel.	Exempt pursuant to section 6 (e) of OIC 26
C4	FN professional commercial pilot or marine master hired to reposition a private aircraft or a private vessel to Canada	Non-discretionary	Crew members 3(1)(c) or (d) in OIC 25	Exempt pursuant to section 6 (a), (b) or (e) of OIC 26
C5	FN who is an accredited professional pilot or a vessel master hired under contract by a commercial enterprise to move a commercially imported or exported aircraft or vessel to or from Canada.	Non-discretionary	<i>Crew members 3(1)(c) or (d) in OIC 25</i>	Exempt pursuant to section 6 (a) or (b) of OIC 26
C6	FN who is an accredited professional pilot or a vessel master hired under contract by a private person to move a privately-owned aircraft or vessel to or from Canada.	Non-discretionary	<i>Crew members 3(1)(c) or (d) in OIC 25</i>	Exempt pursuant to section 6 (a) or (b) of OIC 26
C7	FN private persons who wish to come to Canada to pick up their private vessels from storage/repair for export out of Canada	Discretionary / optional	Travel prohibited due to discretionary nature of travel.	N/A not admitted.
Students related scenarios				
S1	FN on a study permit whose primary residence is in Canada/ FN on Study Permit returning to continue studies	Non-discretionary	Primary Residence is Canada OIC 24 & 25	14 days.

S2	FN on a study permit whose primary residence is not in Canada.	Dependent on circumstances	Generally considered non-discretionary if coming to establish themselves in Canada and educational institution requires the person to attend courses in-person. Please see Annex A for guidance on international students & the discretionary/non-discretionary test	N/A if not admitted 14 days if admitted
S3	FN with approved (i.e. not yet issued) Study Permit travelling to attend school.	Dependent on circumstances	For schools which are closed, this travel may be discretionary/optional. Many schools offer online courses which can be accessed from anywhere. See Annex A for more information.	N/A if not admitted 14 days if admitted
S4	FN (with or without Study Permit) attending school in a cross-border community daily	Refuse entry – unable to meet requirement to quarantine.	Not exempt from requirement to quarantine – does not meet standard of entry under OIC 24 section 4(1).	Not Admitted
S5	Canadian Resident Student attending school daily in the US	Non-discretionary	Resides in Canada – returning home.	14 days. May leave Canada for school the next day (pursuant to OIC 26 section 8) 14 day quarantine resets upon every re-entry to Canada.
S6	FN parent driving child to begin school or picking up at the end of term in Canada (extended stay)	Dependent on circumstances	Generally considered discretionary / optional travel May be non-discretionary if the child has no other means of travel. OIC 24 If coming from a country other than the U.S., OIC 25 does not permit these individuals to travel to Canada as there is no exemption for this travel. If encountered at the POE, unless the traveller qualifies for an exemption, the traveller should not be permitted to enter Canada.	14 days if admitted, may leave Canada before the end of 14 days. N/A – not admitted
S7	Canadian Resident parent driving child to school in US daily	Non-discretionary	Resides in Canada – returning home.	14 days. May leave Canada for school the next day (pursuant to OIC 26 section 8)

				14 day quarantine resets upon every re-entry to Canada.
S8	FN transiting through Canada to drop their child off at a school in another part of the US on a regular basis (e.g. Point Roberts residents dropping their children off at a school in continental US)	Non-discretionary	Foreign nationals transiting directly from Point Roberts to continental US (uninterrupted) for the purpose of attending school may be permitted entry into Canada to transit as the purpose of travel may be considered non-discretionary.	14 days. While they would be subject to the requirement to quarantine in accordance with section 3(1)(a) of OIC 2020-0589, they would be eligible to depart Canada prior to the expiry of the 14-day quarantine period pursuant to section 8 of the OIC. 14 day quarantine resets upon every re-entry to Canada.
FN Regular Travellers/Transit related scenarios				
V1	FN whose primary residence is Canada (regardless of immigration status)	Non-discretionary	<p>Primary residence in Canada.</p> <p>Residence for the purposes of the Quarantine Act is not dependent on a person's immigration status. Therefore, officers should use questioning to determine the bona fides of a person's claim to residency in Canada. If arriving from any country other than the US, they must meet an exemption under the OIC.</p> <p>Note: While their entry is not prohibited under the QA does not mean they must be authorized to enter under the IRPA. OIC 24 & 25</p>	14 days
V2	FN with secondary residences in Canada (including hunting/fishing cabins, etc.).	Discretionary / Optional	<p>Optional or discretionary</p> <p>OIC 24 & OIC 25</p>	N/A – not admitted

V3	FN seeking to transit through Canada to reach their primary residence or place of work in the U.S.	Non-discretionary	Cross-border employment – minimal stop-overs and quarantine while in Canada. Cannot use the opportunity to meet friends for dinner etc. OIC 24	Required to quarantine but may break quarantine to leave Canada pursuant to section 8 of OIC 26.
V4	FN in transit through Canada for a shorter route to their destination in the U.S.	Dependent on circumstances	The purpose of the trip is important. If the travel is not for a discretionary purpose (e.g., doctor visit, shopping for essential groceries/medication, etc.), and no other reasonable options exist the FN may be permitted to enter. If the trip is discretionary (eg. Hunting/fishing/sports, weekend trip, wedding, birthday party, etc.), or other reasonable options exist, the FN may not be permitted to enter. If merely out of convenience, the travel is discretionary. OIC 24	N/A- if FN not admitted If admitted - may break quarantine to leave Canada pursuant to section 8 of OIC 26.
V5	FN seeking to reach their U.S. community via Canada due to highway closures or natural disasters.	Non-discretionary	Transiting through Canada for essential purposes – no optional or discretionary activities during their transit in Canada. OIC 24	Required to quarantine but may break quarantine to leave Canada pursuant to section 8 of OIC 26.
V6	FN who seeks to travel through Canada according to U.S. community's evacuation plan. Some U.S. communities have evacuation plans that route through Canada.	Non-discretionary	Transiting through Canada for essential purposes – no other optional or discretionary activities during their transit in Canada. OIC 24	Required to quarantine but may break quarantine to leave Canada pursuant to section 8 of OIC 26.
V7	FN who receives pension payments from Canadian bank(s).	Non-discretionary	Economic services– no stop-overs or dual purpose trips. Exemption only applies if they are solely visiting to pick up their cheque and immediately return home to the US. OIC 24	Required to quarantine but may break quarantine to leave Canada pursuant to section 8 of OIC 26.

V8	FN seeking to enter to attend religious functions	Discretionary / Optional	Discretionary travel. If coming from the U.S., section 4(1) of OIC 24 could apply – they cannot comply with obligation to quarantine for 14-days if they are entering for purpose of going to religious service to take place anytime before the 14-days are up. OIC 24 & OIC 25	N/A – not admitted
V9	FN who is a Canadian veteran travelling to receive medical care services in Canada.	Non-discretionary	Health (immediate medical care) OIC 24 If from a country other than the U.S., traveller would need to qualify for an exemption under section 3(1) of OIC 13 in order to be permitted to travel to and enter Canada.	14 days Depending on nature and immediacy of treatment, exempt pursuant to section 6(i) of OIC 26.
V10	FN who orders essential goods to a PO box in Canada (example: medication or goods related to their business / commerce)	Non-discretionary	Essential goods or services OIC 24	Exempt pursuant to section 6(e) of OIC 26.
V11	FN who orders non-essential goods to a PO box in Canada (example: clothing or electronics)	Discretionary / Optional	Discretionary or optional travel OIC 24	N/A – not admitted
V12	FN coming to Canada to go shopping for new designer apparel.	Discretionary / Optional	Discretionary or optional travel OIC 24	N/A – not admitted
V13	FN coming to Canada to go shopping for basic essentials (food, groceries, pharmacy, etc.)	Dependent on circumstances	Considered to be non-discretionary if there are no stores or no stores nearby (e.g. St. Pamphile, US) that have basic essentials (food, pharmacy or gasoline). If not required to cross the border to purchase basic essentials as they are available in close proximity in the U.S, the travel is discretionary.	If admitted - exempt pursuant to section 6(e) of OIC 26. N/A – if not admitted

			OIC 24	
V14	<p>FN nanny travelling with, or joining, Canadian family</p> <p>Note: This example does not include those FN nannies who hold a work permit in Canada or whose habitual place of residence is in Canada. Those fall under other scenarios in this document.</p>	Dependent on circumstances	<p>The travel may be non-discretionary/optional if no other care options exist. This analysis may change if there are other options (other family members in Canada) available to assist.</p> <p>OIC 24 & OIC 25 Note: The only way for this to apply to a foreign national arriving from a country other than the U.S. would be if the nanny is designated as a guardian or tutor. This would make the nanny fall under the “immediate family” definition. Otherwise, they would not meet any OIC 25 exemptions and would not be permitted to travel to or enter Canada.</p>	14 days if admitted.
V15	FN who needs medical treatments that aren’t available in the U.S.	Non-discretionary	<p>The outcome may change depending on the availability of the particular medical service. For example, many hospitals and clinics have suspended all elective surgeries and other medical procedures.</p> <p>OIC 24</p>	Depending on the treatment and its urgency, may qualify for exemption pursuant to section 6(1) of OIC 26
V16	Akwesasne	Non-discretionary	<p>If the FN is a registered under the Indian Act the prohibitions do not apply (OIC 24 & OIC 25)</p> <p>Geographic inhibitor present which requires community to transit through the U.S. to get to Canadian essential services or functions</p>	Exempt pursuant to section 6(m) or (n) of OIC 26
V17	FNs entering by water (pleasure craft) for the purpose of proceeding from one place outside Canada to another place outside Canada. The transit must be direct, continuous and uninterrupted and by most direct and reasonable route.	<p>OIC does not apply for direct transit with no anchoring, mooring, contact with other vessels or disembarking.</p> <p>Non-discretionary if refueling or reprovisioning is required.</p>	<p>The OIC does not apply to FNs onboard vessels directly transiting through Canadian waters. FNs onboard such vessels are therefore permitted to enter, without systematically reporting to the CBSA in accordance with the Customs Act.</p> <p>If during the transit the vessel requires refueling or reprovisioning, coming to a Canadian port is non-</p>	Must quarantine (in accordance with instructions, e.g. by staying onboard the vessel); however, quarantine can be broken when leaving Canadian waters. In practice,

			discretionary (essential for vessel safety) and they must report to the CBSA. They must also report if the vessel anchors, moors, comes in contact with another vessel, or if persons onboard disembark the vessel.	and in accordance with instruction provided, they must maintain physical distancing to complete the necessary functions of refueling/reprovisioning (delivery services should be encouraged) and leave Canada as soon as possible. If exit is delayed, they must quarantine at a suitable location in accordance with instructions.
V18	FN entering to facilitate personal importation of rescue animal/pet.	Discretionary / optional	Travel prohibited due to discretionary nature of travel. Note: the prohibition applies to the people, not the goods. This means that it's not the importation of the pet that is discretionary but, rather, the travel of the person. The pet may still be imported through broker or other means.	N/A not admitted.
V19	FN entering to facilitate commercial importation of rescue animals/pets into Canada – no third party involved.	Dependent on circumstances	Consider all factors. Travel generally considered non-discretionary if for the sole purpose the commercial traveller is coming to Canada is to import the animals. If seeking to come to Canada to import animals as well as other optional/discretionary travel, the traveller is prohibited. (e.g. using the importation of animals to come to Canada to go to cottage) Animals are considered goods, and commercial importation implies that it is part of normal business operations.	N/A – if FN not admitted. If FN admitted - Exempt pursuant to section 6 of OIC 26: s6(e) – Trade and Transport
Family Members related scenarios				
F1	FN immediate family member coming to Canada to be with CC/PR for 15 days or more regardless of purpose of trip. (The can be travelling with the CC/PR or coming to join them)	***Not applicable***	Traveller exempt from purpose of travel test in accordance with subsection 3(2) of OIC 24 & subsection 3(4) of OIC 25	14 days

F2	FN immediate family member travelling with CC/PR to spend 15 days or more at their summer home/ cottage.	***Not applicable***	Traveller exempt in accordance with subsection 3(2) OIC 24 & subsection 3(4) of OIC 25	14 days
F3	FN immediate family member coming to Canada for a non-discretionary purpose of travel (regardless of duration or intent to remain with the CC/PR)	Non-discretionary	Travel is non-discretionary.	14 days
F4	FN parent coming to Canada for the birth of their own child (including surrogate parents)	Non-discretionary	Travel is non-discretionary.	14 days
F8	FN immediate family member travelling to Canada for less than 15 days with CC/PR for a non-discretionary purpose.	Non-discretionary	Travelling for a purpose that is non-discretionary.	14 days
F9	FN immediate family member travelling to Canada for less than 15 days with CC/PR for the purpose of riding out COVID or social/recreational visit	Discretionary/Optional	Travel is for a purpose that is discretionary/optional and they do not meet the requirements in OIC 24 and OIC 25	N/A not admitted.
F10	FN immediate family member coming to Canada to reside/ stay with CC/PR for a discretionary purpose for less than 15 days.	Discretionary/Optional	Purpose of trip is optional or discretionary.	N/A if not admitted.
F11	FN immediate family member travelling with CC/PR to spend the weekend/ less than 15 days at Canadian cottage/summer home.	Discretionary/Optional	Purpose of trip is for optional or discretionary purpose. Subsection 3(1) OIC 24 & subsection 3(3) of OIC 25 While immediate family of a CC/PR, they are not coming to Canada for at least 15 days.	N/A not admitted.
F12	FN coming to have dinner with spouse in Canada.	Discretionary/Optional	Purpose of trip is for optional or discretionary purpose. Subsection 3(1) OIC 24 & subsection 3(3) of OIC 25	N/A not admitted.

F13	FN immediate family member travelling for a social visit with Canadian for less than 15 days.	Discretionary/Optional	<p>Purpose of trip is for optional or discretionary purpose.</p> <p>Subsection 3(1) OIC 24 & subsection 3(3) of OIC 25</p>	N/A not admitted.
F14	Coming to visit Canadian spouse during their days off for less than 15 days.	Discretionary/Optional	<p>Purpose of trip is for optional or discretionary purpose.</p> <p>Subsection 3(1) OIC 24 & subsection 3(3) of OIC 25 While immediate family of a CC/PR, they are not coming to Canada for a period of 15 days or more and are coming for a discretionary/optional purpose.</p>	N/A not admitted.
F15	FN immediate family member seeking to establish themselves in Canada with an FN who holds a status document, or approval for such document (Work Permit, Study Permit).	Dependent on Circumstances	<p>This travel will usually be considered non-discretionary if seeking to establish themselves or family in Canada for an extended period. If entering from any country other than the U.S., they must meet an exemption to the OIC (i.e. their own SP/WP, family reunification letter or national interest exemption letter)</p> <p>Note: the term “establish” does not imply permanency and is not necessarily tied to a FN’s immigration status in Canada.</p> <p>For example, a FN can “establish” themselves in Canada for a year on a visitor record while accompanying their spouse on a work permit / study permit.</p> <p>If coming for the mere purpose of riding out COVID, or social/recreational visit, to be considered as discretionary/ optional.</p> <p>If they FN coming to Canada requests an open work permit, it should be issued if they are eligible.</p>	14 days

F16	FN travelling for a social visit with another FN immediate family member who resides in Canada on a status document (Work Permit, Study Permit).	Discretionary/Optional	Considered to be discretionary or optional travel.	N/A not admitted.
Diplomats related scenarios				
D1	FN and their immediate family members travelling to return to a diplomatic posting in Canada.	Non-discretionary	Returning to post so will be properly documented (passport with diplomatic acceptance, properly accredited). OIC 24 If arriving from a country other than the U.S., they qualify for the exemption listed in section 3(1)(e) of OIC 25	14 days
D2	FN who is entering Canada to take up a new diplomatic posting in Canada and who holds a D-1 or O-1 visa; and their immediate family members	Non-discretionary	Arriving at post so will be properly documented (passport with valid D-1 or O-1 visa, confirmation from GAC Protocol of planned accreditation). OIC 24 If arriving from a country other than the U.S., they qualify for the exemption listed in section 3(1)(w) of OIC 20.	14 days
D3	FN travelling on a diplomatic passport to check on child at university in Canada.	Dependent on circumstances	Purpose of travel may be discretionary/optional. Consult with the Chief of Operations given diplomatic implications.	N/A- not admitted 14 days if admitted.
USCBP related scenarios				
U1	USCPB Preclearance officer entering Canada to begin a deployment	Non-Discretionary	Essential Service Provider	Exempt pursuant to section 6(e) of OIC 26
U2	USCBP Preclearance officer returning from medical exam related to his/her work-related health and fitness or required to maintain U.S. health insurance	Non-Discretionary	Essential Service Provider	Exempt pursuant to section 6(e) of OIC 26
U3	USCBP Preclearance officer returning to Canada from work-related training/certification	Non-Discretionary	Essential Service Provider	Exempt pursuant to section 6(e) of OIC 26
U4	USCBP Preclearance officer returning to Canada after elective/cosmetic surgery	Non-Discretionary	Returning to employment – Essential Service	14 days

U5	USCBP Preclearance officer returning to Canada from 3 days off visiting friends	Non-discretionary	Returning to employment – Essential Service	14 days
U6	US Immigration and Customs Enforcement Officer (ICE) who are escorting individuals to, or transiting, Canada pursuant to a legal process such as deportation, extradition or international transfer of offenders	Non-discretionary	Essential Service Provider	Exempt pursuant to section 6(e) of OIC 26



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Annex C to 2020-HQ-AC-03-25-B Application of Section 6 Quarantine Exemptions

Pursuant to subsection 3(1)(a) of the Order in Council titled **Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation) No.6**, "any person who enters Canada and who does not have signs and symptoms of COVID-19 must quarantine themselves without delay in accordance with instructions provided by a screening officer or a quarantine officer and remain in quarantine until the expiry of the 14-day period that begins on the day on which the person enters Canada..."

In accordance with section 6 of the Order in Council, the requirement to quarantine outlined in subsection 3(1)(a) does not apply to a limited class of persons.

When assessing a traveller requirement to quarantine, officials are to start from the position that all travellers are required to quarantine unless they can demonstrate at time of processing that they explicitly meet one of the quarantine exemptions outlined in section 6 of the Order in Council.

OIC and Section	Category	Exemption	Application
OIC 29 - s.6(a)	Trade or Transport	A crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who enters Canada only to become such a crew member.	<p>Must meet the definition in the CAR:</p> <p>"crew member" means a person who is assigned to duty in an aircraft during flight time, or assigned to duty related to the operation of a remotely piloted aircraft system during flight time</p> <p>In order for the crew member to be exempt, they must be part of an active flight crew, or entering Canada to become part of an active flight crew in the immediate future. If a delay is required which necessitates a few days delay before beginning the flight crew work it must be justified in the context of work and cannot exceed 72 hours.</p> <p>Crew who have been out of Canada training are not exempt from Quarantine.</p> <p>Crew who have been attending, or intend to attend flight simulator training are not exempt from quarantine.</p>

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			Dead heading crew who intend to join a crew within 72 hrs are exempt from quarantine.
OIC 29 - s.6(b)	Trade or Transport	A member of a crew as defined in subsection 3(1) of the Immigration and Refugee Protection Regulations or a person who enters Canada only to become such a crew member.	<p>Must meet the definition under IRPA:</p> <p><i>member of a crew</i> means a person who is employed on a means of transportation to perform duties during a voyage or trip, or while in port, related to the operation of the means of transportation or the provision of services to passengers or to other members of the crew, but does not include</p> <ul style="list-style-type: none"> ▪ (i) any person whose fare is waived in exchange for work to be performed during the voyage or trip, ▪ (ii) any person who performs maintenance or repairs under a service contract with a transporter during the voyage or trip or while the means of transportation is in Canada, ▪ (iii) any other person who is on board the means of transportation for a purpose other than to perform duties that relate to the operation of the means of transportation or to provide services to passengers or members of the crew, or ▪ (iv) any in-flight security officer; <p>In order for the crew member to be exempt, they must be part of an active crew, or entering Canada to become part of an active crew in the immediate future. If a delay is required which necessitates a few days delay before beginning the crew work it must be justified in the context of work and cannot exceed 72 hours.</p> <p>Most commonly used for rail or marine crew who are entering with an aircraft or vessel or are entering to join their flight or ship.</p>
OIC 29 - s.6(c)	Medical Support	A person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response.	<p>Persons invited by the Minister of Health to assist in COVID-19 response.</p> <p>Traveller to have a letter of invitation from the Minister of Health.</p>
OIC 29 - s.6(d)	Essential Services	A member of the Canadian Forces or a visiting force as defined in section 2 of the Visiting Forces Act, who enters Canada for the purpose of performing their duties as a member of either of those forces.	<p>Generally only applicable to military forces and their civilian employees who are entering for the primary purpose of work, not for such persons who are returning to their primary residence</p> <p>Must have orders that state they will be entering Canada on an official visit for the performance of their duties.</p>

OIC 29 s.6(e)	A person or any person in a class of persons whom the Chief Public Health Officer determines will provide an essential service.		<p>Must be part of the Chief Public Health Officer Group Exemption list made pursuant to section 58 of the Quarantine Act. <i>(*See categories below)</i></p> <p>Being considered an “essential worker” or “essential employee” in the province or municipality in which the person is seeking to enter, or as part of the Government of Canada, does not mean the person is exempt as per the CPHO designation.</p> <p>In all cases the designation of an essential service provider is used, they must be entering for the purpose of that function, or clearly meet the class of persons as defined by the CPHO.</p>
*Pursuant to paragraph 6(e) of the Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation), issued pursuant to section 58 of the Quarantine Act, as determined by the Chief Public Health Officer, the following class of persons are exempt.	Trade or Transport	Persons in the trade or transportation sector who are important for the movement of goods or people, including truck drivers and crew members on any aircraft, shipping vessel or train, and that cross the border while performing their duties or for the purpose of performing their duties.	<p>Applies to commercial truck drivers or person carrying commercial goods, e.g. such as a person who imports their own commercial goods for a business or a farmer who imports their own commercial goods. Travellers who are returning from dropping off items at the post office or courier or enter the US to ‘visit suppliers’ do not qualify for this exemption.</p> <p>Applies to crew aboard a means of transportation (aircraft, vessel, rail car) or a hired driver service (e.g. bus driver, taxi driver).</p> <p>Purpose of travel must be for trade/transport purposes.</p>
	Cross Border Worker	Persons who must cross the border regularly to go to their normal place of employment, including critical infrastructure workers (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing) provided they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.	<p>Must be able to demonstrate that their purpose of crossing was specific to attending their normal place of employment.</p> <p>Regular is typically interpreted to mean daily or weekly but a person able to establish a regular pattern of travel for this purpose could qualify.</p> <p>This exemption applies to persons who must cross the border regularly to go to their normal place of employment on either side of the Canada-US border. There may be some rare circumstances where travel to another country could qualify (e.g. weekly or biweekly travel required).</p> <p>Those who are looking to establish that they must cross regularly must demonstrate to an officer that they will be crossing on a regular basis going forward when being processed.</p> <p>If the cross-border work involves medical care for persons over age 65 (i.e. nurses, home care specialists, pharmacists etc.), an individual request outlining the precautionary public health measures intended for interaction with this older age group must be submitted for determination of the Chief Public Health Officer of Canada.</p>

	Essential Services	Technicians or specialists specified by a government, manufacturer, or company, who enter Canada as required for the purpose of maintaining, repairing, installing or inspecting equipment necessary to support critical infrastructure (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food Water, Transportation, Safety, Government and Manufacturing) and are required to provide their services within 14 days of their entry to Canada and have reasonable rationales for the immediacy of the work and the inability to plan for a 14 day quarantine.	<p>Must include a rationale as to why work must start immediately and the person cannot quarantine for 14 days. Financial reasons are not sufficient (i.e., can't afford to miss 14 days of work). Rationale is generally related to the urgent nature for safety reasons, etc.</p> <p>Generally required to have a letter from their employer, or the entity in question, outlining how the work falls into one of the categories, the immediacy of the work and a strong rationale as to why they cannot quarantine.</p> <p>Does not apply if they were delivering or attending training or purchasing/inspecting goods for purchase.</p> <p>Must provide information as to how they meet this exemption. The onus is on the traveller to demonstrate.</p> <p>Does not generally apply to management unless working in a hands-on capacity as a manager-technician/specialist. Coming to Canada to oversee an operation would generally not meet the threshold for the exemption.</p>
	Essential Services	Emergency service providers, including firefighters, peace officers, and paramedics, who return from providing such services in another country and are required to provide their services within 14 days of their return to Canada.	<p>Firefighters who cross the border to aid in a fire response, paramedics transporting someone to hospital, peace officers transporting a traveller outside of Canada or picking up international supplies (e.g. training dogs) in their official capacity.</p> <p>This exemption may also include law enforcement members who were performing a duty abroad and are required to provide their services in Canada within 14 days (e.g. members of the Canadian Air Carrier Protective Program)</p> <p>Applies only to residents of Canada.</p>
	Essential Services	Commercial conveyance operators repatriating human remains into Canada.	Hearse operators
	Essential Services	Officials of the Government of Canada or a foreign government, including border services officers, immigration enforcement officers, law enforcement and correctional officers, who are escorting individuals travelling to Canada or from Canada pursuant to a legal process such as deportation, extradition or international transfer of offenders.	<p>Can include Canadian officers who effect removals from Canada or officers who repatriate someone to Canada.</p> <p>Can also include transporting a traveller in custody back to Canada.</p>

	Trade or Transport	A person, including a captain, deckhand, observer, inspector, scientist, veterinarian and any other person supporting commercial or research open water aquaculture-related activities, who enter Canada for the purpose of carrying out aquaculture-related activities, including fishing, transporting fish to and from the aquaculture facility, treating fish for pests or pathogens, repairs, provisioning of aquaculture-related vessels or aquaculture facilities or exchange of crew and who proceed directly to an open water facility or vessel upon entry to Canada.	<p>Any person related to commercial or research aquaculture activities entering for the purpose of carrying out those activities.</p> <p>This includes a:</p> <ul style="list-style-type: none"> • Captain; • Deckhand; • Observer; • Inspector; • Scientist; • Veterinarian; • Etc. <p>Aquaculture-related activities include: fishing, transporting fish to and from the aquaculture facility, treating fish for pests or pathogens, repairs, provisioning of aquaculture-related vessels.</p> <p>In order to qualify for the exemption, they must proceed directly to an open water facility or vessel upon entry to Canada.</p>
OIC 29 - s.6(f)	Essential Services	A person or any person in a class of persons whose presence in Canada is determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, in the national interest as long as the person complies with any conditions imposed on them by that minister to minimize the risk of introduction or spread of COVID-19.	<p>In possession of a National Interest Exemption letter to quarantine.</p> <p>There may be conditions attached, which the traveller must follow.</p>
OIC 29 - s.6(g)	Essential Services	A person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the Immigration and Refugee Protection Regulations and who enters Canada for the purpose of providing those services.	<p>Specific to emergency service providers per R186:</p> <p>(t) as a provider of emergency services, including medical services, for the protection or preservation of life or property</p> <p>May include firefighters/paramedics of a close cross-border community who provide a response in a urgent situation on the other side of the border.</p> <p>Foreign emergency service providers who are exempt from the requirement to hold a work permit.</p>

OIC 29 - s.6(h)	Medical Support	A person who enters Canada for the purpose of providing medical care or transporting essential medical equipment, supplies, or means of treatment, or delivering, maintaining, or repairing medically-necessary equipment or devices, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.	<p>Providers of medical care and transporters of essential medical equipment, supplies, or means of treatment, amended to add persons delivering, maintaining, or repairing medically-necessary equipment or devices.</p> <p>Generally considered in a commercial context, not for personal importation of medication. May include technicians who maintain or repair medical equipment.</p> <p>Includes persons carrying stem cell deliveries, or authorized persons coming in to personally donate organs/tissues/cells.</p> <p>Does not include someone entering to deliver or attend training.</p> <p>Limited to persons who do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.</p>
OIC 29 - s.6(i)	Medical Support	A person who enters Canada for the purpose of receiving essential medical services or treatments, within 36 hours of entering Canada, other than services or treatments related to COVID-19.	<p>Person entering to receive essential medical services or treatments non-related to COVID-19 within 36 hours of entering.</p> <p>Essential medical services or treatment includes those that are necessary to maintain the basic function of life (e.g. dialysis) or require urgent attention (e.g. emergency oral surgery).</p> <p>Essential medical services or treatment do not include:</p> <ul style="list-style-type: none"> • Routine care, such as regular doctor or orthodontist appointments • Annual Wellness or Welcome to Medicare Initial Preventive Visit • Preventive care visit/screening • Acupuncture and other alternative therapy visits • Follow-up visit for management of existing medical or mental/behavioural health condition <p>Does not include someone who is returning from receiving medical treatment.</p>
OIC 29 - s.6(j)	Medical Support	A person permitted to work in Canada as a student in a health field under paragraph 186(p) of the <i>Immigration and Refugee Protection Regulations</i> who enters Canada for the purpose of performing their duties as a student in the health field, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.	<p>Must qualify as a student in a health field, including as a medical elective or clinical clerk at a medical teaching institution in Canada, for the primary purpose of acquiring training, if they have written approval from the body that regulates that field.</p> <p>Their primary purpose of entry into Canada must be to perform their duties as a student in a health field.</p>

			Enters Canada for the purpose of performing their duties as a student in the health field, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.
OIC 29 - s.6(k)	Medical Support	A licensed health care professional with proof of employment in Canada who enters Canada for the purpose of performing their duties as a licensed health care professional, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.	<p>In order for a licensed health care professional with proof of employment in Canada to be exempt from quarantine (s.6(k)) their primary purpose of entry into Canada must be to perform their official duties as a licensed health care professional. Knowing in advance of leaving they are scheduled to work upon return is not sufficient grounds in the majority of situations.</p> <p>Potential scenarios and application of the requirements:</p> <ul style="list-style-type: none"> • In most cases, a licensed health care professional who works in Canada who travels outside the country for personal reasons, and returns to Canada, would be required to quarantine as their primary purpose of re-entry is to return to their place/country of residence. • A licensed health care professional was called back to work by their employer unexpectedly, and they are required to provide their services within 14 days of their entry to Canada, would be exempt (i.e. not simply because they are scheduled to work upon return from travel as they are likely to know this in advance). • A foreign national licensed health care professional with proof of employment in Canada who is required to provide their services within 14 days of their entry to Canada would be exempt. • A pharmacist, or any other licensed health care professional who works regularly in Canada but is called to cover one shift in the USA, knowing they has to work at their regular job immediately after returning to Canada is not exempt from quarantine.
OIC 29 - s.6(l)	Trade or Transport	A person, including a captain, deckhand, observer, inspector, scientist and any other person supporting commercial or research fishing-related activities, who enters Canada aboard a Canadian fishing vessel or a foreign fishing vessel as defined in subsection 2(1) of the Coastal Fisheries Protection Act, for the purpose of carrying out fishing or fishing-related activities,	<p>Any person related to commercial or research fishing related activities entering for the purpose of carrying out those activities.</p> <p>Persons supporting fishing-related activities who enter Canada aboard a fishing vessel for the purpose of carrying out fishing-related activities.</p> <p>May be a Canadian or foreign vessel.</p>

		including offloading of fish, repairs, provisioning the vessel and exchange of crew.	
OIC 29 - s.6(m)	Essential Services	A person who enters Canada within the boundaries of an integrated trans-border community that exists on both sides of the Canada-United States border and who is a habitual resident of that community, if entering Canada is necessary for carrying out an everyday function within that community.	<p>Currently only applies to Akwesasne.</p> <p>Must be moving within that community and be a habitual resident of the community. Purpose is to carry out an everyday function within the community.</p> <p>The traveller is not exempt on the grounds that they are Indigenous. Instead, it applies to all residents travelling within the community only. If travelling outside the community, they are not exempt.</p>
OIC 29 - s.6(n)	Essential Services	A person who enters Canada if the entry is necessary to return to their habitual place of residence in Canada after carrying out an everyday function that, due to geographical constraints, must involve entering the United States.	<p>Someone who is required to transit through the US as the only way to get to get to another part of Canada due to geographical inhibitors after carrying out an everyday function (water, US territory, etc.).</p> <p>E.g. Persons living in Campobello Island.</p> <p>An everyday function does not include visiting family or friends. An everyday function may include groceries (if none locally available), usual work travel, medical or veterinary visit, etc.</p>
OIC 29 - s.6(o)	Trade or Transport	A person who seeks to enter Canada on board a vessel, as defined in section 2 of the Canada Shipping Act, 2001, that is engaged in research and that is operated by or under the authority of the Government of Canada or at its request or operated by a provincial government, a local authority or a government, council or other entity authorized to act on behalf of an Indigenous group, as long as the person remains on board the vessel.	<p>Must be entering on a research vessel. Does not need to be a MSR vessel as defined by GAC.</p> <p>Must remain on board the vessel.</p> <p>If they exit the vessel and do not meet another exemption they are required to quarantine.</p> <p>Persons aboard an officially recognized MSR vessel are considered to be crew pursuant to subsection 3(1) of the <i>Immigration and Refugee Protection Regulations</i>.</p>



Annex C to 2020-HQ-AC-03-26

Subject :	Class of Persons
Date :	October 7, 2020

Classes of Persons pursuant to section 3(1) of OIC 28

(a) An immediate family member of a Canadian citizen or of a permanent resident as defined in subsection 2(1) of the Immigration and Refugee Protection Act.

"Immediate family member" refers to:

- a) the spouse or common-law partner of the person;
- b) a dependent child of the person or of the person's spouse or common-law partner;
- c) a dependent child of a dependent child referred to in paragraph (b);
- d) the parent or step-parent of the person or of the person's spouse or common-law partner; or
- e) the guardian or tutor of the person.

(a.1) An extended family member of a Canadian citizen or a permanent resident if they have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident, and who is authorized, in writing, by an officer designated under subsection 6(1) of the IRPA to enter Canada.

"Extended family member" refers to:

- a) an individual who is in an exclusive dating relationship with the person, has been in such a relationship for at least one year and has spent time in the physical presence of the person during the course of the relationship;
- b) a dependent child of the person referred to in paragraph (a);
- c) a child of the person or of the person's spouse, common-law partner or the person referred to in paragraph (a) other than a dependent child;
- d) a dependent child of a child referred to in paragraph (c);
- e) a sibling, half-sibling or step-sibling of the person or of the person's spouse or common-law partner; or
- f) a grandparent of the person or of the person's spouse or common-law partner.

(b) A person who is authorized, in writing, by an officer designated under subsection 6(1) of the IRPA to enter Canada for the purpose of reuniting immediate family members.

(c) A crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who seeks to enter Canada only to become such a crew member.

(d) A member of a crew as defined in subsection 3(1) of the IRPR or a person who seeks to enter Canada only to become such a member of a crew.

(e) A person who is exempt from the requirement to obtain a temporary resident visa under paragraph 190(2)(a) of the IRPR and the immediate family members of that person.

(f) A person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response.

(g) A person who arrives by any means of a conveyance operated by the Canadian Forces or the Department of National Defence.

(h) A member of the Canadian Forces or a visiting force, as defined in section 2 of the Visiting Forces Act, and the immediate family members of that member.



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(i) A French citizen who resides in Saint - Pierre-et-Miquelon and has been only in Saint - Pierre-et-Miquelon, the United States or Canada during the period of 14 days before the day on which they arrived in Canada.

(j) A person or any person in a class of persons who, as determined by the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act:

(i) does not pose a risk of significant harm to public health, or

(ii) will provide an essential service while in Canada:

- Technicians or specialists specified by a government, manufacturer, or company, as required to inspect, maintain or repair equipment necessary to support critical infrastructure (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing).
- Persons, including a captain, deckhand, observer, inspector, scientist, veterinarian and any other person supporting commercial or research open water aquaculture-related activities, who enter Canada for the purpose of carrying out aquaculture-related activities, including fishing, transporting fish to and from the aquaculture facility, treating fish for pests or pathogens, repairs, provisioning of aquaculture-related vessels or aquaculture facilities or exchange of crew and who proceed directly to an open water facility or vessel upon entry to Canada; and
- Officials of a foreign government, including border services officers, immigration enforcement officers, law enforcement and correctional officers, who are escorting individuals travelling to Canada or from Canada pursuant to a legal process such as deportation, extradition or international transfer of offenders.

(k) A person or any person in a class of persons whose presence in Canada, as determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest.

(l) the holder of a valid work permit or a study permit as defined in section 2 of the Immigration and Refugee Protection Regulations.

(m) A person whose application for a work permit referred to in paragraph (l) was approved by IRCC and who has received written notice of the approval, but who has not yet been issued the permit.

(m.1) a person who holds a study permit, as defined in section 2 of the Immigration and Refugee Protection Regulations, or a person whose application for a study permit was approved under the Immigration and Refugee Protection Act and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet been issued the permit.

(n) - NOT IN EFFECT UNTIL OCTOBER 20th AT 23:59:59 PM EDT - a person who seeks to enter Canada for the purpose of attending a listed institution, and the immediate family members of that person other than a dependent child of a dependent child of the person, if the person holds a valid study permit, as defined in section 2 of the Immigration and Refugee Protection Regulations, if the person may apply for a study permit when entering Canada under section 214 of the Immigration and Refugee Protection Regulations, or if the person's application for a study permit was approved under the Immigration and Refugee Protection Act and they received written notice of the approval but have not yet been issued the permit



(o) A person permitted to work in Canada as a student in a health field under paragraph 186(p) of the IRPR.

(p) A person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the IRPR.

(q) A licensed health care professional with proof of employment in Canada.

(r) A person who seeks to enter Canada for the purpose of delivering, maintaining, or repairing medically-necessary equipment or devices.

(s) A person who seeks to enter Canada for the purpose of donating or making medical deliveries of stem cells, blood and blood products, tissues, organs or other body parts that are required for patient care in Canada during the validity of the Order or within a reasonable period of time after the expiry of the Order.

(t) A person whose application for permanent residence was approved under the IRPA, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet become a permanent resident under that Act.

(u) A worker in the marine transportation sector who is essential for the movement of goods by vessel, as defined in section 2 of the Canada Shipping Act, 2001, and who seeks to enter Canada for the purpose of performing their duties in that sector.

(v) A person who seeks to enter Canada to take up a post as a diplomat, consular officer, representative or official of a country other than Canada, of the United Nations or any of its agencies or of any intergovernmental organization of which Canada is a member, and the immediate family members of that person.

(w) A person who arrives at a Canadian airport aboard a commercial passenger conveyance and who is transiting to a country other than Canada and remains in a sterile transit area within the meaning of section 2 of the IRPR.

(x) A person who seeks to enter Canada on board a vessel, as defined in section 2 of the Canada Shipping Act, 2001, that is engaged in research and that is operated by or under the authority of the Government of Canada or at its request or operated by a provincial government, a local authority or a government, council or other entity authorized to act on behalf of an Indigenous group.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States

Issued by:

Coronavirus Task Force



Shift Briefing Bulletin

Subject:	COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)
Date:	March 25, 2020 (Version 13 – updated October 7, 2020)

Details:

Travellers who appear ill, or confirm that they are ill or unwell, and have symptoms consistent with COVID-19 will be referred for further examination.

As screening officers under the *Quarantine Act*, Border Services Officers (BSO) will visually inspect all travellers for signs of illness as they approach the primary inspection line (PIL) or disembark a conveyance and ask specific enhanced screening questions.

A referral to a quarantine officer (QO) may coincide with another referral, i.e., immigration, customs or food, plant or animal (FPA). In such a case, the QO referral will take precedence over the immigration, customs or FPA referral. Once cleared by the QO, the traveller will be processed for immigration, customs or FPA concerns in line with CBSA policy.

The Order in Council (colloquially referred to as OIC 29), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation), No. 6, has been made pursuant to section 58 of the Quarantine Act. OIC 29 has effect for the period beginning on October 7, 2020 (11:59:59 PM) and ending on October 31, 2020 (11:59:59 PM). The Order repeals and replaces the Order in Council P.C. 2020-0689 (OIC 26).

Definitions:

Isolation: Means the separation of persons who have reasonable grounds to suspect that they have COVID-19, have signs and symptoms of COVID-19 or know that they have COVID-19, in such a manner as to prevent the spread of the disease.

Quarantine: Means separation of persons from others in such a manner as to prevent the possible spread of disease.

Exempt persons: Refers to someone who falls under one of the classes of persons listed in section 6 OIC 29 and is entering Canada, or returning to Canada, for that purpose.

Vulnerable people: Refers to a person who:

- has an underlying medical condition that makes the person susceptible to complications relating to COVID-19;
- has a compromised immune system from a medical condition or treatment; or
- is 65 years of age or older.

Signs and symptoms of COVID-19: Include a fever and a cough or a fever and difficulty breathing.

Limited Release from Quarantine – Compassionate Grounds

Pursuant to subsection 7.1(1), the requirements to remain in quarantine do not apply to a person that has explicit approval from the Minister of Health to be temporarily released from quarantine for the following purposes:

- a) To attend to the death of or provide support to a Canadian citizen, permanent resident, temporary resident, protected person or a person registered as an Indian under the Indian Act who is residing in Canada and who is deemed to be critically ill by a licensed health care professional;



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- b) To provide care for a Canadian citizen, permanent resident, temporary resident, protected person or a person registered as an Indian under the Indian Act who is residing in Canada and who is deemed by a licensed health care professional to have a medical reason that they require support; or
- c) To attend a funeral or end of life ceremony.

Note: The limited release from quarantine only applies as long as the person complies with any conditions imposed on them by the Minister of Health to minimize the risk of introduction or spread of COVID-19. The traveller must respect the conditions in order for the release to apply.

When processing travellers who have a temporary release from quarantine, the BSO is to process the traveller in accordance with the section titled *"NO" to PHAC Screening Question (symptoms-based) – Not subject to quarantine exemption or subject to a limited release from quarantine*.

While the traveller will benefit from a limited release from quarantine, they are still required to respect the requirement to quarantine outside the scope of their approved limited release.

These travellers are to:

- Confirm they have a suitable quarantine plan/accommodation;
- Be provided the green PHAC handout by the BSO;
- Be advised to quarantine by the BSO; and
- Be coded as non-exempt for the purpose of traveller information collection.

In cases where a traveller's purpose of travel falls within one of the three categories listed above, and is eligible to be admitted into Canada but requires an urgent limited release from quarantine, the BSO is to advise the traveller they are required to quarantine, however may submit a limited release from quarantine application while in Canada.

Note: Travellers may be admitted into Canada with a limited release from quarantine application pending so long as they meet all other criteria. Until they receive their limited release from quarantine, they should be treated as a traveller who is not exempt from quarantine.

Note: BSOs do not have the authority to grant a limited release from quarantine. Travellers must make application to PHAC to obtain authorization.

Important: At any time should a traveller have a question regarding their limited release from quarantine, they are to be referred to PHAC.

Actions required by BSOs:

All Modes

All travellers are required to answer the following question:

Public Health Agency of Canada (PHAC) Q1: **"Do you currently have a cough, difficulty breathing, or feel you have a fever?"**

Each traveller who is subject to mandatory quarantine or isolation requirements will be required to make the following declaration:



Declaration: "I acknowledge that I/we must quarantine (if no symptoms) or isolate (if symptomatic) for 14 days to prevent the potential spread of COVID-19."

When travellers are processed in person, the BSO will ask them if they currently have a cough, difficulty breathing, or feel that they have a fever and mark the answers on the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt with the appropriate code indicated below in the following fashion:

- If **YES** to PHAC Q1 – QO - Sym
- If **NO** to PHAC Q1 - No code required.

The BSO will then ask the traveller to acknowledge that they are being directed to quarantine or isolate for the next 14 days to prevent the potential spread of COVID-19.

"YES" to PHAC screening question (Symptoms based)

For any traveller who responds **yes** to the PHAC question, the BSO will confirm with the traveller that they have a cough, difficulty breathing, and a fever.

If confirmed, the BSO will refer the traveller to a PHAC QO.

Note: In cases where a PHAC QO is not onsite, the BSOs will follow procedures for contacting the PHAC Notification Line contained on the Screening Officer Cue Cards, Shift Briefing Bulletin 2019-HQ-AC-05-15, and in the Quarantine Standard Operating Procedures.

The BSO will then follow the direction of the PHAC QO. Two scenarios may occur if the traveller is referred to the PHAC QO:

1. BSO to provide green handout, advise the traveller of their obligation to quarantine for 14 days (see below statement) and follow the process outlined in the section titled "'NO" to PHAC Screening Question (symptoms-based) – Not subject to quarantine exemption"; or
2. BSO to provide the red handout to the traveller, the How to Isolate at Home with COVID-19 fact sheet and direct the traveller to complete the PHAC Coronavirus Form (if not already completed).

Note: For all travellers who are found to be symptomatic by a PHAC QO and provided the red handout, the BSO is to follow the procedures outlined in OBO-2020-027 Lookout issuance procedures for Border Services Officers for COVID-19 travellers and to send an encrypted email to the Border Operations Centre with the traveller's name, date of birth, email, phone number, address in Canada and how the traveller submitted their contact information (paper form, desktop application, ArriveCAN mobile application, or the online form). The BSO is also to include the POE, as well as the date and time of passage.

Important: It is possible that a traveller may respond in the negative to the question and yet exhibit symptoms of possible illness (e.g., coughing; sneezing; excessive sweating; etc.) or exhibit indicators that they are not being truthful with their answer. In such cases, the BSO will make a mandatory referral to a QO, and advise the QO of the signs of illness or indicators of deception.

"NO" to PHAC Screening Question (symptoms-based) – Not subject to quarantine exemption or subject to a limited release from quarantine



Travellers not presenting symptoms and who answered NO to PHAC Q1 will be advised they are required to quarantine for 14 days, and are required to respond to additional "yes or no" questions to determine if the individual is able to quarantine themselves.

BSO to advise the traveller of the following:

- ***"The Government of Canada has implemented an Order requiring all persons entering Canada to quarantine for 14 days in order to limit the introduction and spread of COVID-19.***
- ***Failure to comply with this Order and other related measures are offences under the Quarantine Act. The maximum penalties are a fine of up to \$1,000,000 and/or imprisonment for three years.***
- ***In accordance with the Quarantine Act Section 58 Emergency Order, you are required to quarantine yourself for 14 days in order to limit the introduction and spread of COVID-19."***
- ***Finally, you are required to wear a non-medical mask or face covering while in transit to a place of quarantine or isolation, a health care facility or a place of departure from Canada, unless they are alone in a private vehicle."***

Following the statement, BSOs will either ask the traveller the additional quarantine based screening questions, or review their ArriveCAN submission. (See instructions below)

Travellers who do not exhibit symptoms or indicators of deception, and have a suitable quarantine accommodation, can be released after all of the customs and immigration processes are completed. These travellers must be provided with the Green Coronavirus Handout along with the How to Quarantine at Home (No Symptoms) fact sheet.

Important: In accordance with section 8 of OIC 29, a person who must quarantine themselves may leave Canada before the expiry of the 14-day quarantine period if they quarantine themselves until they depart from Canada. The OIC does not apply extraterritorially so as to impose obligations on persons outside of Canada.

A person who has entered Canada and is subject to mandatory quarantine under subsection 3(1) of OIC 29 may be permitted to leave and re-enter during the 14-day quarantine period provided:

- when leaving Canada, they continue to quarantine themselves until they depart from Canada;
- when leaving Canada, they wear a non-medical mask or face covering while going from their place of quarantine until they depart Canada (unless they are leaving in a private vehicle or the mask needs to be removed for safety or security reasons);
- when re-entering Canada, they answer all relevant questions asked by a BSO, provide any reasonably required information to a screening officer, quarantine officer, or other designated public health official; and
- when re-entering Canada, they wear a non-medical mask or face covering upon entry and while going from the entry point to their place of quarantine (unless it needs to be removed for safety or security reasons).

This means they would not be in contravention of the Order in Council upon seeking re-entry. The consequence of a traveller leaving and then re-entering within the 14-day period would be that the traveller's 14-day quarantine period will reset when they re-enter.



Cross-border Students

Canadian Citizens and Permanent Residents that resides in Canada and who cross the border on a daily basis to study in the U.S. are not exempt from the mandatory quarantine. However, they can break their quarantine to go to school. In addition to the green handout, the BSOs must provide these travellers with the handout from Public Health Agency of Canada available on the [Canada.ca](https://www.canada.ca) web page.

If ArriveCAN is NOT used by the Traveller

The BSO will ask the following questions as appropriate and make a referral to a QO if required:

PHAC Q2: Do you have accommodation where you can quarantine for 14 days?

- If **YES** – Proceed to next question.
- If **NO** – Referral to QO and provided green handout. (Referral code: QO – Accom)

PHAC Q3: Are there vulnerable people at the location where you plan to quarantine?

- If **YES** – Referral to QO and provided green handout. (Referral code: QO – Vul)
- If **NO** – Proceed to next question.

Note: Not applicable where the vulnerable person is a consenting adult or is the parent or dependent child in a parent-dependent child relationship.

PHAC Q4: Is your quarantine accommodation a group living environment (e.g. group home or senior residence) or does it currently house different families?

- If **YES** – Referral to QO and provided green handout. (Referral code: QO – MF)
- If **NO** – Proceed to next question.

PHAC Q5: Can you have food, medication or other necessities delivered to your accommodation while in quarantine?

- If **YES** – Traveller released with green handout.
- If **NO** – Referral to QO and provided green handout. (Referral code: QO – BN)

All travellers who do not have a suitable accommodation to quarantine will be provided the green PHAC handout and referred to a PHAC QO. The BSO will mark the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt with the appropriate code indicated above.

If ArriveCAN is used by the Traveller

If the traveller uses ArriveCAN, the BSO is not required to ask the quarantine accommodation/plan questions as the traveller will have already responded to them in the application.

The BSO is to review the ArriveCAN submission receipt for adverse information. If a traveller appears in red with either a flag or house symbol beside their name, the traveller is to be referred to a PHAC QO.

The name highlighted in red means a traveller responded to one of the public health questions in a way that requires a referral. The flag indicates the traveller identified as having symptoms, and the house indicates the traveller does not have a suitable quarantine accommodation/plan.



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YOUR SUMMARY
Cornwall, ON
Mar. 31, 2020, 1:54PM
5 Travellers

TRAVELLER(S)

<input type="checkbox"/>	John P. Smith	RB1234-1
<input type="checkbox"/>	Maggie Smith	RB1234-2
<input checked="" type="checkbox"/>	Edward J. Smith	RB1234-3
<input checked="" type="checkbox"/>	Stephanie Smith	RB1234-4

Referral to QO required.

No concerns identified

Present this Confirmation # to the Border Services Officer

RB1234
April 1, 2020, 09:26:01

DONE

All travellers who do not have a suitable accommodation to quarantine will be provided the green PHAC handout and referred to a PHAC QO. The BSO will mark the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt with the appropriate code indicated above.

Important: In land mode, when a traveller is processed on the PHAC desktop application, and has submitted their information in ArriveCAN, if adverse information that warrants a referral was entered, a warning will appear on the desktop screen. The BSO is then to validate the concern and click the appropriate check box on the desktop application.

ArriveCAN data found for this traveller

* Contact information has been pre-filled.

Traveller is experiencing COVID-19 symptoms: cough, difficulty breathing, or fever.

OK

Submit

Cancel

"NO" to PHAC Screening Question – Subject to exemptions from Quarantine Requirement

BSOs are to start from the position that all travellers are required to quarantine unless they can demonstrate at time of processing that they explicitly meet one of the quarantine exemptions outlined in section 6 of OIC 29.



Asymptomatic travellers who meet one of the exemptions in Annex B are exempt from the mandatory quarantine order and will be provided the orange/brown handout. They are not be asked to quarantine. The BSO will advise the exempt traveller the following:

You are identified as an individual who is exempted from the mandatory quarantine order, as such, you are required to respect the intent of the order to minimize spread of COVID-19 in Canada. You must continually monitor your health for symptoms of COVID-19 including for 14 days each time you re-enter Canada. You are required to wear a non-medical mask or face covering when you are in public settings where physical distancing cannot be maintained. You are reminded to be aware of and respect the public health guidance and instructions of the area where you are located. Finally, for future crossings it is recommended you download the ArriveCAN mobile app to help reduce your processing time at the border.

Important: The list of quarantine exemptions pursuant to section 6 of OIC 29 can be found in Annex B to 2020-HQ-AC-03-25 titled Quarantine Exemptions.

PHAC Contact Information Collection (Compliance and Monitoring)

Travellers seeking entry into Canada are required to provide their contact information. Consult the annex titled PHAC Contact Information Collection (Compliance and Monitoring) for all relevant information.

Mask or face covering Requirement

If required, the BSO will ask a traveller to remove their face covering for the purpose of identity verification. In such cases, the BSO is to ensure the traveller is at a 2m distance from the BSO when not wearing a face covering or mask.

Important: PHAC has the responsibility to procure the masks for travellers. CBSA internal stocks of personal protective equipment (PPE) are not be used for travellers.

Note: For any traveller who has responded "YES" to PHAC Q1, at the earliest opportunity the BSO is to issue a mask kit and then follow the procedure outlined in the section ""YES" to PHAC screening question(Symptoms based)".

Travellers Required to Quarantine or Isolate

Every person who enters Canada and who is required to quarantine or isolate themselves under this Order must, in the following circumstances, wear a non-medical mask or face covering that a screening officer or QO considers suitable to minimize the risk of introducing or spreading COVID-19 :

- a) while they are entering Canada; and
- b) while they are in transit to a place of quarantine or isolation, a health care facility or a place of departure from Canada, unless they are alone in a private vehicle.

Important: If a traveller required to quarantine or isolate arrives at a POE without a non-medical mask for face covering, they are to be provided with a PHAC mask kit, and advised to put it on.

If the traveller refuses to wear a non-medical face covering or mask, they are to be referred to PHAC.

- The BSO is to mark "QO-MASK" if required.



Exempt Persons

Every person who enters Canada and, by virtue of sections 6, 7 or 7.1 who is not required to quarantine themselves must, wear a non-medical mask or face covering that a screening officer or quarantine officer considers suitable to minimize the risk of introducing or spreading COVID-19 when:

- a) they are in public settings where physical distancing cannot be maintained.

Important: Any exempt person who is required to undergo a secondary examination and not able to maintain 2 meter physical distancing should be provided with a PHAC mask kit and asked to don it.

Note: On a case by case basis, a BSO may exercise their discretion to impose a reasonable measure for the purpose of preventing the introduction and spread of a communicable disease in accordance with subsection 15(3) of the Quarantine Act. Depending on the circumstances, requiring an exempt person to wear a face covering or non-medical mask may be considered to be a reasonable measure. It is essential that the authority is to be exercised on a case-by-case basis. BSOs must be able to explain their rationale for requiring an exempt person to wear a mask pursuant to 15(3) of the Quarantine Act. .

Note: The BSO is not required to provide a mask kit to exempt persons who do not have one unless they are symptomatic, or the BSO exercises their authority under section 15(3) of the Quarantine Act and requires the traveller to don one as a reasonable measure.

If a traveller refuses to comply with a reasonable measure imposed by a screening officer/BSO in accordance with 15(3) of the Quarantine Act, the officer should immediately inform a QO and seek assistance from local police of jurisdiction.

Suitable Face Covering or Non-Medical Mask

Non-medical face masks are protective layers of absorbent fabric (such as cotton) that snugly fit over the nose and mouth and are secured to the face with ties or ear loops. These masks prevent respiratory droplets from contaminating others or landing on surfaces.

Masks or coverings should:

- Be made of multiple layers of absorbent fabric (such as cotton)
- Cover the mouth and nose without gaps
- Fit securely to the head with ties or ear loops
- Allow for easy breathing
- Be changed as soon as possible if damp or dirty
- Stay the same shape after machine washing and drying

Personal protective equipment:

Please refer to the shift briefing bulletin [2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#).

Land, Rail, Ferry Modes:

BSOs will ask the mandatory screening questions and make the appropriate referrals to a PHAC QO as required. BSOs at PIL will be required to ask all relevant questions to the travellers directly.



For any traveller who indicates they have a cough, difficulty breathing, or feel that they have a fever, the PIL BSO will refer the traveller to secondary and advise the secondary BSO of the situation and the need to refer the traveller to a QO for a suspected symptomatic case.

Depending on the set up of the port of entry (POE), either the PIL or secondary BSO will direct the traveller to park their vehicle on the far side of the secondary area.

The BSO will ask the traveller to remain in the vehicle, and contact a PHAC QO for further questioning and health assessment. If it is not feasible for the traveller to remain in the vehicle, and in case of bus travellers or pedestrians, the ill person will be escorted to an isolation room.

Processing of travellers arriving on buses and trains: At locations with bus and train PIL, all passengers should be processed through standard PIL. At locations without bus or train PIL, BSOs should make every effort to afford travellers privacy when conducting screening under the Quarantine Act. If an ill traveller is identified on a bus or a train, the BSO will confirm a symptomatic case definition and contact a PHAC QO. The BSO will, if feasible, not release other bus or train passengers and explain the situation to the QO. The QO will make a decision whether or not further follow-up is required with respect to other travellers on the bus or the train car where the ill person was seated.

Air Mode:

The additional questions related to quarantine will be asked on the ArriveCAN mobile application or by BSOs directly either at PIL or by the podium / triage / referral / document verification officer depending on POE specific operations and setup. These questions are not available at the kiosk.

Quick Reference Kiosk Referral Codes:

- Primary Inspection Kiosks (PIK): If the traveller answers the question in the affirmative, the PIK receipt will be marked with the number 1 at position #8 of the referral coding zone at the top of the receipt to indicate that the traveller answered "Yes" to the PHAC Special Other Government Department (SOGD) question.
- New NEXUS kiosks: If the traveller answers in the affirmative to the question, the NEXUS receipt will be marked with the number 1 of the referral coding zone at the top of the receipt to indicate that the traveller answered "Yes" to the PHAC SOGD question.
- Old NEXUS kiosks: If the traveller answers in the affirmative to the question, the kiosk receipt will display "PH".
- Automated Border Clearance (ABC) kiosks: The number 1 will appear in the last numeric spot on the second line of coding.

Actions required by BSOs working at the Telephone Reporting Center (TRC) and BSOs and superintendents working at verification offices:

Consult shift briefing bulletin 2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures. Superintendents will ensure that officers promptly acquit all referrals in the Secondary Processing (SP) application.

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the POEs for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT.



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Consult Shift Briefing Bulletin: [2020-HQ-AC-02-08-B Reporting – COVID-19](#) for reporting instructions and more information.

Note : A call to the PHAC Notification Line regarding a traveller that may be ill of who requires a medical assessment by a QO is a referral to a QC and must be reported to the Border Operations Centre (BOC).

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

- [2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection \(Compliance and Monitoring\)](#)
- [2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#)
- [2020-HQ-AC-04-08 COVID-19 – Marine mode enhanced border measures](#)
- [2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States](#)
- [2020-HQ-AC-03-26-B: Restricting entry of United States citizens and other foreign nationals into Canada from the U.S. \(all modes\)](#)
- [Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B: Entry restrictions and exemptions - Non-discretionary travel and discretionary/Optional travel](#)
- [Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine](#)
- [Quarantine Standard Operating Procedures](#)
- [Job aid: Role of the BSO \(screening officer\)](#)
- [2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#)
- [2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus \(2019-nCoV\)](#)
- [Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#)

Traveller Handouts

- [For travellers without symptoms returning to Canada](#)
- [For travellers with symptoms returning to Canada](#)
- [For persons exempt from mandatory quarantine](#)
- [Canadians crossing the border daily to attend school in the United States](#)

Issued by: Novel Coronavirus Task Force



Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B

Subject :	Entry Restrictions and Exemptions - Non-Discretionary Travel and Discretionary / Optional Travel
Date :	April 10, 2020 (version 4: updated October 7, 2020)

Guiding Principles for border services officers (BSOs) and liaison officers (LO) to determine a traveller's eligibility to enter Canada in light of COVID-19 entry restrictions:

1. Protecting public health by helping to limit the spread and impact of COVID-19;
2. A traveller's ties and travel pattern to Canada are a useful gauge of the nature of their current travel;
3. BSOs should consider all relevant facts, information and recommendations, including those made by the International Network, Head Quarters and Regional support teams, IRCC officers and a traveller's reason for coming to Canada in each case and make the decision.

Purpose of Travel (If relevant)

Entry for Discretionary / optional purpose includes, but is not limited to:

- Tourism/sightseeing;
- Recreation;
- Entertainment;
- Social visits to friends and relatives who are not immediate family members;
- Short term social visits to immediate family members;
- Religious functions; and/or
- Shopping for non-essential goods.

Entry for a purpose that is not discretionary / not optional includes, but is not limited to:

- economic services and supply chains;
- critical infrastructure support;
- indigenous communities (both travel to support these communities and indigenous individuals);
- transiting through Canada for non-discretionary purposes (e.g. returning to their habitual residence; transiting through Canada to relocate for employment purposes);
- cross-border employment;
- tending to family matters for essential purposes (e.g., bringing supplies to elderly parents or tending to sick family members);
- to ensure/support an individual's physical or mental health, safety or security (birth of one's own child (including surrogate parents), high-risk pregnancy, imminent care/health support etc.);
- shopping for essential goods such as medication or basic needs; and/or
- any other activities which are deemed not optional or discretionary by the Government of Canada or based on the officer's assessment.

The objective of the Government of Canada is to allow entry to all asymptomatic foreign nationals whose travel is essential to commerce, trade, economic services and supply chains (unless otherwise inadmissible under the Immigration and Refugee Protection Act [IRPA]).



Scenarios have been developed for reference and can be found in the document titled: *Determining whether entry will be for a discretionary/optional purpose and whether individual is exempt from mandatory quarantine.*

Note: While a traveller's purpose of travel is Non-Discretionary, it does not automatically exempt them from the 14 day mandatory quarantine order.

Seeking Entry to Work

This guidance only applies to asymptomatic travellers.

IRPA requirements for work have not changed in light of the Emergency Orders. The traveller must be admissible under IRPA/R in addition to not being prohibited from entering under the Orders in Council. Please note that it is not necessary for travellers to be remunerated for their work in order for it to be considered work under IRPA and the OICs. (R2)

Travel to Canada for the purpose of work is generally considered non-discretionary travel. However, purpose of travel should still be assessed for types of work without a permit to determine if their presence in Canada is required:

- entering Canada for meetings
- travel to participate in training, tryouts, competition or other activities related to junior league or amateur sports is considered discretionary and will not be facilitated

Travellers who are eligible to apply for their WP at the POE per R198 may still do so as long as they meet the rules for entry listed in the SBBs.

FNs arriving to Canada from the U.S.

- who are returning to their place of residence in Canada and are in possession of a valid work permit are considered to be travelling for a non-optional or non-discretionary purpose
- who are coming to Canada for the first time with a work permit approval letter/introduction letter, or appropriate documents such as an LMIA, or LMIA exemption letter, and an offer of employment in a business that is operating, are considered to be travelling for a non-optional or non-discretionary purpose. If a business is not operating, BSOs will proceed as with any other traveller coming to Canada for a discretionary purpose
- who are coming to Canada for work and are eligible to apply for the work permit at the Port of Entry (POE) and have an offer of employment in a business that is operating or who are work permit exempt under section 186 of the *Immigration and Refugee Protection Regulations*, are considered to be travelling for a non-optional or non-discretionary purpose. If the business is not operating, BSOs will proceed as with any other traveller who is coming to Canada for a discretionary purpose

Note: Flag-poling –IRCC has implemented robust public policy to allow clients to extend or change their status from within Canada (see OBO-2020-060). Travellers are discouraged from travelling solely for the purpose of seeking Immigration services, we do not have the legal authority to deny the processing of applications submitted at POE as long as they qualify. The expectation is that these applications are completed in full, including the collection of biometrics, if necessary.

FNs arriving to Canada from any country other than the U.S. :



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- who are returning to their place of residence in Canada and are in possession of a valid work permit are considered to be travelling for a non-optional or non-discretionary purpose
- who are coming to Canada for the first time with a work permit approval letter/introduction letter and an offer of employment in a business that is operating, are considered to be travelling for a non-optional or non-discretionary purpose
- who are work permit exempt under R186 and are not listed in the 25 classes of persons under 3(1)(a-x), will not be permitted to travel to Canada

Seeking Entry to Study

This guidance only applies to asymptomatic travellers.

IRPA requirements for study have not changed in light of the Emergency Orders. The traveller must be admissible under IRPA/R in addition to not being prohibited from entering under the Orders in Council.

Not all travel to Canada to study is considered non-discretionary travel. The onus is on the traveller to demonstrate to the officer that their presence in Canada is required.

Cross-border Students

U.S. residents: As cross-border students are not exempt from mandatory quarantine, foreign national students that reside in the U.S. who seek to cross the border on a daily basis to attend school will not be admitted to Canada, as they are unable to meet the current quarantine requirements. Canadian citizen students who reside in the US and seek to enter daily for school enter by right but must quarantine for 14 days before attending classes.

Students who come to Canada to study for an extended period (i.e. University, etc.)

From the U.S.

- must demonstrate that their presence in Canada is required (non-discretionary)*
- must be able to quarantine for 14 days before beginning classes
- may apply for SP at the POE per [R214](#)

From any country other than the U.S.

- must demonstrate that their presence in Canada is required (non-discretionary)*
- must qualify for one (1) of the 24 classes of persons/exemptions in section 3(1) of OIC 22 (e.g. study permit issued prior to March 18, 2020)
- must be able to quarantine for 14 days before beginning classes

Students who apply for a Study permit at the POE

Students who meet the criteria above, may apply for a study permit at the POE. All normal conditions, as well as the new conditions under [R183\(d\)](#), must be provided to the student. [R186\(v\)](#) may be added to the study permit, if applicable.

You may refer to the GCMS wiki on [Study permits](#) for instructions.

***Determining Non-discretionary travel**



Below is a non-exhaustive list of considerations to help officers determine if the travel is not optional or discretionary:

- Does the person have a letter from the Designated Learning Institution indicating their presence is required?
- Does the person have a pre-existing established life in Canada (i.e. housing, work, etc.)?
- Are there parts of the educational program which must be done in person (e.g., lab work)?
- Is school starting imminently (2-4 weeks) or can the student travel closer to the start of term?
- Can the person be reasonably expected to attend virtual courses? For example, if the courses are broadcast live and the time zone difference is prohibitive, the officer may find travel to be non-discretionary. If, on the other hand, virtual courses are pre-recorded, the student is able to access from any time zone.

If the country of origin prohibits or prevents the person from accessing Canadian online content, travel may be non-discretionary

Important: "Student experience" or "Preference" are not sufficient to determine that the purpose of travel is not optional or discretionary. Many students will travel with generic letters from their educational institution stating that the student's presence is required. Unless there are reasons to believe the letter is fraudulent, BSOs should give strong consideration to such letters.

Assessing time differences:

Assessing time difference to attend live sessions may be difficult.

BSOs may start with the idea that "Acceptable hours" for studies are between 6:00 and 22:00 for the student in their home country. BSOs can compare the student's class schedule hours to determine if time difference is too great to overcome. This grid may be used as a guideline.

Location of student	Current Time Zone of student	Scheduled classes (Canadian Time Zone)	Scheduled classes home country	Comments	Recommendation
Student in New York	UTC-4	8h00 – 16h00	8h00 – 16h00	Acceptable time zone (Same time zone)	discretionary
Student in New Delhi	UTC+5:30	8h00 – 16h00	17h30 – 01h30	Some classes may be outside of the "acceptable hours"	non-discretionary
Student in Paris	UTC+2	8h00 – 16h00	14h00 – 22h00	Acceptable time zone	discretionary
Student in Paris	UTC+2	17h00 – 22h00	23h00 – 04h00	Most classes may be outside of the	non-discretionary



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				"acceptable hours"	
Student in Beijing	UTC+8	8h00 – 16h00	20h00 – 04h00	Most classes may be outside of the "acceptable hours"	non-discretionary
Student in Beijing	UTC+8	17h00 – 22h00	05h00 – 10h00	Some classes may be outside of the "acceptable hours"	non-discretionary
Student in Sydney	UTC+10	8h00 – 16h00	22h00 – 06h00	Most classes may be outside of the "acceptable hours"	non-discretionary
Student in Sydney	UTC+10	17h00 – 22h00	09h00 – 14h00	Acceptable time zone	discretionary

FN seeking to establish themselves in Canada with an FN immediate family member who holds a status document, or approval for such document (Work Permit, Study Permit).

As indicated in Annex B, this travel will usually be considered non-discretionary if seeking to establish themselves or family in Canada for an extended period.

If the FN arrives from a country other than the United States, they must meet one of the exemptions listed in the OIC in place. In the most common cases, they will be in possession of a Family Reunification Letter (exemption 3(1)(b)), but they could be exempt by any other exemption.

Once determined that the FN meets the general rules for entry listed above, the BSO needs to determine the admissibility under IPRA. If the FN is eligible for an Open Work Permit, the permit should be issued at the POE.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States

2020-HQ-AC-03-26-B: Restricting entry of United States citizens and other foreign nationals into Canada from the U.S. (all modes)



Canada Border
Services Agency

Agence des services
frontaliers du Canada



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2020-HQ-AC-03-25-B: COVID- 19: Enhanced Border Measures in Support of Mandatory Self-Isolation (All Modes)

2020-HQ-AC-03-25-B, Annex A: Public Health Agency of Canada Contact Tracing Information Collection

Issued by:

Coronavirus Task Force

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Annex A to 2020-HQ-AC-03-25-B - COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)

Subject :	PHAC Contact Information Collection (Compliance and Monitoring)
Date :	March 30, 2020 (version 15 –updated October 7, 2020)

Details:

All travellers entering Canada **who are subject to mandatory quarantine or isolation as well as exempt persons** are required to provide their contact information.

Asymptomatic travellers have a variety of ways to submit their contact information including:

- Public Health Agency of Canada (PHAC) Contact Information Desktop Application (land and TRC only);
- Paper based PHAC Coronavirus Form;
- ArriveCAN online portal; or
- ArriveCAN Mobile Application.

Provision of the information requested on the Coronavirus Form is mandatory under the *Quarantine Act*.

Non-Exempt Persons

Travellers are required to provide all requested information including their travel details, phone number, email address, quarantine plan and address information. This includes travellers who have been issued a limited release from quarantine by PHAC.

Exempt Persons

Exempt travellers are only required to provide their contact information (phone number and email address) to allow persons to be contacted during the 14-day period that begins on the day on which they enter Canada. Exempt persons, refers to someone who falls under one of the classes of persons listed in section 6 of Order in Council OIC 29 and is entering Canada, or returning to Canada, for that purpose.

Important: Exempt persons include all travellers who are exempt from the quarantine requirement and not only commercial drivers.

Exception: Only in circumstances where a traveller is exempt from quarantine under section 6(m) are they exempt from providing their contact information. Section 6(m) applies to persons who enter Canada within the boundaries of an integrated trans-border community that exists on both sides of the Canada-United States border and who is a habitual resident of that community, if entering Canada is necessary for carrying out an everyday function within that community (e.g Akwasasne).

All other exempt persons, or those who leave the geographical perimeter of 6(m), must provide their contact information.

Note: Domestic travellers who are required to cross through a POE are not required to provide their contact info.



POE Processing Management

In exceptional circumstances and if absolutely necessary, POE management may pause the collection of information from exempt persons to facilitate people processing should significant processing delays be encountered.

Travellers who refuse to provide their information

If a traveller refuses to provide their information, the BSO will advise the person that if they do not provide this information, they may be subject to additional measures, such as a requirement to undergo a health assessment.

They could also be charged with an offence under the Quarantine Act. Alternatively, local police of jurisdiction can issue a ticket under the Contraventions Act.

If they continue to refuse to provide their information, the exempt person will be referred to a PHAC quarantine officer.

Actions required by BSOs:

Land and Telephone Reporting Centre (TRC)

BSOs are to enter the relevant traveller contact info into the PHAC Contact Information desktop application and select the appropriate check boxes relevant to the traveller's situation.

All travellers entering Canada who are subject to mandatory quarantine or isolation as well as exempt persons are required to provide their contact information. For exempt travellers, the BSO is to select the appropriate exemption category in the application.

Should the application not be available, the BSO will ask the traveller if they have a digital device to fill out the form (either via the mobile application or online form) and if they do not, provide the traveller with the paper form.

Note: The primary information collection tool in land mode is the desktop application.

Air

Depending on POE operations, and agreements with the airport authority and/or airlines, the PHAC information collection may be completed before the traveller reaches PIL. Should this be the case, the BSO is to review the completion screen or paper form to ensure it is completed in its entirety.

If a traveller did not fill out the PHAC form in advance, the processing BSO will advise the traveller of the requirement to provide their personal contact information, and ask the traveller if they wish to provide it via the mobile application, online form, or paper form. The BSO will then provide the relevant instructions depending on the completion method chosen by the traveller.

The traveller will hand the completed form, or show the confirmation screen, to the primary inspection line (PIL), podium, referral or point officer depending on the respective regional operations and set-up.

BSOs are to consult with POE management as required for port specific procedures.

Verification Offices

When meeting TRC referrals and direct reports, verification BSOs will make the relevant statement and ask the traveller if they have a digital device to fill out the form. If yes, the BSO will provide the traveller instructions for submitting their contact information either on the mobile application



or the online form. If not, the BSO will provide the traveller the paper form for completion (one form per traveller is required).

The traveller will then complete the form either in front of the officer, or be provided the form/digital tool information to complete it. The traveller will then hand the completed form, or show the confirmation screen, to the officer.

Process based on information collection method:

All Collection Methods

For all travellers who have not provided their contact information prior to being processed by a BSO, the BSO will make the following statement:

In order to ensure your compliance with mandatory quarantine, you are required to provide the following information: street address while in Canada where you will quarantine for the next 14 days, your phone number and your email. Providing the information requested in the form is mandatory under the Quarantine Act.

After making the statement, depending on the mode, the BSO will collect the information directly, or have the traveller provide it using the paper/online form, or mobile application.

Note: BSOs are not required to make the above statement when they encounter travellers who have provided their contact information prior to processing, either on the paper/online form or mobile application.

Paper Form

Should the BSO refer a traveller as a result of either a health screening question, or quarantine accommodation question, the BSO is to mark the appropriate box at the top of the form, based on the reason for referral. The referral code selected at the top of the form, if applicable must match the reason for referral marked on the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt.

Note: The BSO must mark the respective referral code (if required) on both the back of the E311 CBSA Declaration Card, secondary referral form or kiosk receipt and the paper form.

Note: If the traveller is released without being referred to a PHAC QO, the BSO is to leave all boxes unmarked on the paper form.

Important: If the traveller is exempt, the BSO is to select the box labeled "EX". When the traveller is exempt, they are only required to provide their phone number and email.

The BSO will follow the process to submit the paper form outlined in the section titled: Submission of paper Coronavirus Forms to PHAC.

ArriveCAN Mobile Application

The traveller is to use their personal electronic device and download the application.

Note: In air mode, if the digital tool is not available, the BSO will ask the traveller to complete the paper form.

Important: For POEs (land) that use the desktop application, please see the section titled "*PHAC Contact Information Desktop Application*" for additional guidance on how to process travellers who use ArriveCAN.

Travellers Required to Quarantine/Isolate



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For travellers who provide their personal contact information on the ArriveCAN application, the traveller is required to show the following completion screen to the BSO:

YOUR SUMMARY
Cornwall, ON
Mar 31, 2020, 1:54PM
5 Travellers

TRAVELLER(S)

John P. Smith	RB1234-1
Maggie Smith	RB1234-2
Edward J. Smith	RB1234-3
Stephanie Smith	RB1234-4

Present this Confirmation # to the Border Services Officer

RB1234
April 1, 2020, 09:26:01

DONE

Important: Despite the information being collected via ArriveCAN version 2, it is important the BSO follow the enhanced screening process for travellers who use ArriveCAN version 2 outlined in the Shift Briefing Bulletin 2020-03-25b - COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes), more specifically the section titled “*If ArriveCAN is used by the Traveller*”.

Exempt Travellers

Land Mode

For exempt persons who use ArriveCAN in land, they will receive the following submission screen:

YOUR SUMMARY
Cornwall, ON
Mar 31, 2020, 1:54PM
1 Traveller

TRAVELLER(S)

John P. Smith	RB1234-1
---------------	----------

Present this Confirmation # to the Border Services Officer

RB1234
May 01, 2020, 01:30:01

DONE

The BSO will then confirm the exemption in the PHAC Desktop application as well as the category the traveller meets. If the traveller does not qualify for an exemption, the BSO is to override the exemption in the desktop application and collect the outstanding required information.

Air and Marine Travellers



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For exempt persons who use ArriveCAN in air and marine mode, they will receive the following submission screen:

The BSO is then to confirm the traveller meets one of the exemption categories. If the traveller is exempt by virtue of section 6 of the Order in Council 29, the BSO is to provide the 3 digit pin and have them hit submit.

Important: The 3 digit pin to confirm the exemption is **101**.

Once confirmed, the traveller will receive the following screen:

If the traveller does not qualify for an exemption, the BSO is to have the traveller select the "Complete quarantine plan" button, and have them enter the required information. They will then receive the receipt for non-exempt travellers (see section titled *Travellers Required to Quarantine/Isolate* for more information).

ArriveCAN Online Portal

Travellers who complete the online form are required to show the following completion screen to the BSO:



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PHAC Contact Information Desktop Application (Land and TRC Only)

On IPIL/NEXUS devices, the app open automatically upon Windows login.

On other types of devices, such as TRC workstations or secondary workstations, users will have to open it manually. The shortcut appears as follows:



All bio data associated to the travel document will be automatically populated into the respective fields in the application. The BSO will verify the information and enter any data in the respective fields where blank.

Note – TRC-specific: All conveyances reporting through the TRC will be referred for mandatory screening under the Quarantine Act. If an in-person verification is not possible: TRC officers will enter the information manually directly into the Traveller Info application. If the application is not available, the TRC BSO will ask the traveller the required information and enter it on the PHAC Coronavirus Form. At the end of each day, the paper forms will be sent to PHAC as per procedures outlined below.

Should a traveller have a recent passage that was entered into the desktop application, the BSO will be able to access basic information from previous passages by accessing the "Recent passage" tab at the top of the desktop application. BSOs will then be able to see the dates, locations, document numbers and if the traveller was exempt from a the mandatory quarantine requirement for previous passages in the land mode. If a BSO identifies a traveller who may not be in compliance with a direction to quarantine based on their passage history, the BSO is to follow the directions outlined in Shift Briefing Bulletin: 2020-HQ-AC-03-29 - Non-compliance with a mandatory order to self-isolate / Operational bulletin: OBO-2020-027 Lookout issuance procedures for Border Services Officers for COVID-19 travellers.

Recent Passage Screen



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COVID-19 Contact Information

Contact Information Recent Passages (4) ArriveCAN Submission

JELSON, GEORGE, 1970-08-28, Doc #: A001208

Entries into Canada since April 3rd, 2020: 4

DATE/TIME IN:	PORT OF ENTRY	DOC NUMBER	EXEMPT	COVID-19 REFERRAL	NOTIFICATION ID #
2020-07-15 14:15	Walter Freez B	A001208	NO	YES	157
2020-07-15 14:15	Walter Freez B	A001208	NO	YES	157
2020-07-15 14:15	Walter Freez B	A001208	NO	YES	157

Note: Should a situation arise where a traveller's information was marked incorrectly, POE management is to send an email to the Issues Management – Travellers inbox. This includes situations where a BSO has marked a traveller as non-exempt in the desktop application (required to quarantine), when they should have been marked as exempt.

Travellers who do NOT use ArriveCAN

Upon scanning a travel document, the BSO will see the following notification:

COVID-19 Contact Information Collection

A new document was received!

Press the **WINDOWS** key on your keyboard to bring up the task bar, and then click on the application **COVID-19 Contact Information Collection** to input the required information.

OK

Note: The BSO can scan multiple travel documents and enter the traveller contact information after scanning each document.

After scanning the respective travel document(s), the BSO will press **OK**. Once the pop-up has disappeared, the BSO will press the **WINDOWS** key on their keyboard to bring up the task bar, and then **click on the application COVID-19 Contact Information Collection** to bring up application.

The BSO will then be prompted to select the traveller they wish to add the information for, or select the manual input button.

Should the BSO refer a traveller as a result of either a health screening question, or quarantine accommodation question, the BSO is to mark the appropriate box COVID-19 referral check box, based on the reason for referral. The referral code selected on the desktop application, if



applicable must match the reason for referral to the PHAC QO. This applies to all travellers referred to a PHAC quarantine officer.

Note: If the traveller is released without being referred to a PHAC QO, the BSO is to select the check box titled "No Referral".

Travellers Subject to Mandatory Quarantine

For travellers who are subject to the mandatory quarantine requirement, all fields must be completed (at least one phone number and email if available).

The BSO is to leave the exemption from quarantine unchecked as they do not qualify for an exemption.

Then BSO will ask the traveller the following information and enter it into the appropriate section:

- E-mail address;
- Phone number in Canada (including area code); and
- Street address in Canada, including house number and postal code.

Note: For families residing at the same address, that BSOs can utilize the "Use info from previous traveller" function to copy the information for subsequent family members. For frequent travellers the application will automatically populate itself with previously entered information.

Contact Information Screen

COVID-19 Contact Information

Contact Information

Arrival in Canada: 2020-07-13 14:01 EST (YYYY-MM-DD HH:mm)

Surname: [] Date of Birth: [] (YYYY-MM-DD)

Given Name(s): [] Citizenship: [] Doc #: []

COVID-19 Referral: ☐ No Referral ☐ QO - Symptoms ☐ QO - Accommodations ☐ QO - Vulnerable People ☐ QO - Group Living ☐ QO - Food / Medication

ArriveCAN? ☐ Yes ☐ No

Confirmation #: []

Exempt from Quarantine: ☐ Trade and Transport ☐ Medical Support ☐ Crossborder Worker ☐ Essential Services

Purpose of Travel: ☐ Personal ☐ Business ☐ Study ☐ Temporary Foreign Worker ☐ Other ☐ Immediate Family Travel ☐ In-Transit ☐ Asylum Seeker

Redirected to U.S.: ☐ (Please include a Travel History)

Email Address: [] ☐ Not Available

Primary Phone: 1 [] Ext: [] Secondary Phone: 1 [] Ext: []

Quarantine Address: ☒ Canada ☐ U.S.

Street Address: [] Address Line 2: [] City: [] Province: [] Postal Code: []

Comments: []

PHAC Follow-Up: Preferred Method: ☒ Email ☐ Phone Preferred Language: ☒ English ☐ French

Submit Cancel

Travellers who use ArriveCAN

For travellers who submit their information using ArriveCAN, the BSO will see the following screen:



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The screenshot shows the 'ArriveCAN Submission' tab of a form. A modal window titled 'ArriveCAN data found for this traveller' is displayed in the center. The modal contains the following text: '* Contact information has been pre-filled. * See the ArriveCAN tab for more details.' Below this, it states 'Traveller is experiencing COVID-19 symptoms: cough, difficulty breathing, or fever.' and 'Traveller declares to be exempt from quarantine (Trade and Transport)'. At the bottom of the modal is an 'OK' button. The background form is partially visible, showing fields for 'Contact Information', 'Recent Passages [15]', and 'ArriveCAN Submission'.

Note: In land mode, when a traveller is processed on the PHAC desktop application, and has submitted their information in ArriveCAN, if adverse information that warrants a referral was entered, a warning will appear on the desktop screen.

This is a close-up of the warning modal window. It has a title bar 'ArriveCAN data found for this traveller'. The main text reads: '* Contact information has been pre-filled.' followed by 'Traveller is experiencing COVID-19 symptoms: cough, difficulty breathing, or fever.' At the bottom is a large 'OK' button.

Once the BSO clicks "OK", all information entered into the ArriveCAN will self-populate into the desktop application.

The screenshot shows the 'PHAC Follow-Up' form with the 'ArriveCAN Submission' tab selected. The form is populated with data from the previous submission. Key fields include: 'Arrival in Canada' (2020-07-14 10:37 EST), 'Surname' (TEST), 'Given Name(s)' (ANOTHER), 'Date of Birth' (1981-08-30), 'Citizenship' (CAN), 'Doc # (EA/528604)', 'COVID-19 Referral' (No Referral), 'ArriveCAN?' (Yes), 'Confirmation # (P452CH)', 'Purpose of Travel' (Personal), 'Email Address' (chitaka.alappanuma@gmail.com), 'Primary Phone' (1 (813) 555-1234), 'Secondary Phone' (1 (813) 555-1234), 'Quarantine Address' (Canada), 'Street Address' (10 Percent), 'Address Line 2', 'City' (Cent City), 'Province' (ON), 'Postal Code' (K9K 9K0), 'Preferred Language' (English), and 'Preferred Method' (Email). The form has 'Submit' and 'Cancel' buttons at the bottom.

Important: If adverse information is submitted, the BSO is then to validate the concern and click the appropriate check box on the desktop application.



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BSOs are also able to see the information submitted within the ArriveCAN submission by clicking the "ArriveCAN Submission" tab.

COVID-19 Contact Information

Contact Information	Recent Passages [15]	ArriveCAN Submission
Confirmation #:	P452CH	
Submission Date/Time (EST):	2020-07-14 17:43	
Planned Arrival Date/Time (EST):	2020-07-14 13:25	
Planned Port of Entry:	Pearson International Airport - Terminal 1	
Do you currently have a cough, difficulty breathing, or feel you have a fever? Yes		
Traveller declares to be exempt from quarantine (Trade and Transport).		

Land – If COVID-19 Contact Information Collection desktop application is NOT Available

Should the application not be available, or an error message is received, the BSO will ask the traveller if they have a digital device to fill out the form.

When using the desktop application, the error message will appear as per the below, and the BSO is to call the National IT Helpdesk:

COVID-19 Contact Information Collection (TEST) (DEBUG)

Recent Travellers

Language: ☒ English ☐ Français

Manual Input

ERROR! Unable to connect to server.
Please contact the National IT Service Desk @ 1-855-222-0200 to have a ticket raised.

Time (EST): 2020-04-28 10:12:00

The BSO will make the following statement and ask the traveller the following question:

In order to ensure your compliance with mandatory quarantine requirements, you are required to provide the following information: street address while in Canada where you will quarantine for the next 14 days, your phone number and your email. Providing the information requested in the form is mandatory under the Quarantine Act. You are required to fill out the Public Health Agency of Canada Coronavirus Form, do you have a digital device to fill out the form?



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- If yes, the BSO is to provide the traveller instructions for completing the form (up to six [6] travellers at the same address can complete the form);
- If no, the BSO is to provide the traveller the paper form for completion. (One form per traveller is required.)

Exempt Persons Contact Information Collection

BSOs will scan the exempt persons travel document and verify the persons biographical data is properly entered in the desktop application.

The BSO will then process the traveller in accordance with the enhanced screening process. If symptomatic, the BSO will select the "QO-Symptomatic" check box, and make a referral to a QO. If asymptomatic, the BSO will select the "Exempt" check box, along with the relevant category ("Trade and Transport", "Crossborder Worker", "Medical Support", or "Essential Service").

The BSO will then advise the traveller that they are required to provide information as to how they can be contacted during the 14-day period that begins on the day on which they enter Canada, including their **phone number** and their **email**. The BSO will advise the traveller their information is being collected further to their duty under subsection 15(1) of the Quarantine Act and that it may be used and/or disclosed to provide for public health follow-up. The BSO will advise the person that providing the information requested is mandatory under the Quarantine Act. If the traveller provides their email address and phone number, the BSO will enter it into the application. The BSO will validate all biographical and contact information is accurate and submit the form leaving the address blank.

Submission of paper Coronavirus Forms to PHAC:

By E-mail: Completed forms can be sent via e-mail to T.PSGC.DGRGPFformulaireASPC/RGPBPHACform.PWGSC@tpsgc-pwgsc.gc.ca with the following in the subject line: "Completed PHAC Coronavirus Forms - <Insert POE Name> - <Insert Province/Territory>"

When emailing, please be sure to:

- Send only the 1-page form. No additional information, including health questionnaires, should be sent.



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- Limit the total attachment size to 5MB. More forms cannot be accommodated in one email, and should be sent separately.
- Encrypt the email with Entrust.

By Courier: Please courier boxes/envelopes to the following. Please label the box "PHAC- Border and Travel Health" so that the box/envelopes are treated with priority.

Public Service and Procurement Canada
Attn. : Beily Bouffard-Lebrun, CBSA Declarations
150 boulevard Dion
Matane, Quebec.
G4W 4N3

When mailing, please be sure to send only the 1-page Coronavirus form. No additional information, including health questionnaires, should be sent.

FAX: Forms can be faxed to:

When faxing, please be sure to:

- Send the fax in the correct orientation.
- Send only the 1-page Coronavirus form. No additional information, including health questionnaires or cover sheets, should be sent.
- Limit the number of pages per fax to 50. More forms cannot be accommodated in one fax, and should be sent separately.
- Verify your fax confirmation of receipt for successful transmission.

In Person: All paper forms completed at the Vancouver, Calgary, Toronto (Pearson), or Montreal international airports will be handed directly to the PHAC resource at the respective airport.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.qc.ca.

References:

COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)

Shift Briefing Bulletin: 2020-HQ-AC-03-29 - Non-compliance with a mandatory order to self-isolate

Operational bulletin: OBO-2020-027 Lookout issuance procedures for Border Services Officers for COVID-19 travellers

Issued by: Coronavirus Task Force



Shift Briefing Bulletin

Subject:	Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States
Date:	March 26, 2020 (Version 9 – Updated October 7)

This bulletin applies to foreign nationals arriving in Canada from any country other than the United States (U.S.).

This prohibition does not apply to the following foreign nationals:

- A person registered as an Indian under the Indian Act;
- A protected person within the meaning of subsection 95(2) of the Immigration and Refugee Protection Act (IRPA); or
- a person who enters Canadian waters, including the inland waters, or the airspace over Canada on board a conveyance while proceeding directly from one place outside Canada to another place outside Canada on board the conveyance, as long as the person was continuously on board that conveyance while in Canada and, in the case of a conveyance other than an aircraft, the person did not land in Canada and the conveyance did not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law and, in the case of an aircraft, the conveyance did not land while in Canada.

The Order in Council (colloquially referred to as OIC 28), entitled *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from any Country other than the United States)*, has been made pursuant to section 58 of the Quarantine Act. OIC 28 has effect for the period beginning on October 7, 2020 (11:59:59 PM) and ending on October 31, 2020 (11:59:59 PM). The Order repeals and replaces the Order in Council P.C. 2020-0688 (OIC 25).

Definitions:

"Immediate family member" refers to:

- the spouse or common-law partner of the person;
- a dependent child of the person or of the person's spouse or common-law partner;
- a dependent child of a dependent child referred to in paragraph (b);
- the parent or step-parent of the person or of the person's spouse or common-law partner; or
- the guardian or tutor of the person.

"Extended family member" refers to:

- an individual who is in an exclusive dating relationship with the person, has been in such a relationship for at least one year and has spent time in the physical presence of the person during the course of the relationship;
- a dependent child of the person referred to in paragraph (a);
- a child of the person or of the person's spouse, common-law partner or the person referred to in paragraph (a) other than a dependent child;
- a dependent child of a child referred to in paragraph (c);
- a sibling, half-sibling or step-sibling of the person or of the person's spouse or common-law partner; or
- a grandparent of the person or of the person's spouse or common-law partner.



Details:

General rules to be met for entry (subject to special rules for specific classes explained below):

- they must be asymptomatic for COVID-19; *and*
- their travel must not be optional or discretionary; *and*
- they must qualify for one (1) of the 25 classes of persons/exemptions in section 3(1) of the OIC (see Annex C).

Important: The general rules for entry are only applicable if the foreign national does not meet one of the specific classes of persons listed below.

Special rules for Entry of Specific Classes of Persons

Foreign nationals with a National Interest Exemption Letter (NIEL) pursuant to subsection 3(1)(k) of OIC 28:

- must be asymptomatic; *and*
- must be the subject of a NIEL issued by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness

Immediate family members of a Canadian Citizen or Permanent Resident:

- must be asymptomatic; *and*
- must demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.

or

- must meet the general rules for entry

Extended family members of a Canadian Citizen or Permanent Resident:

- must be asymptomatic; *and*
- must demonstrate that the purpose of their travel is to be with their extended family member and that they intend to stay in Canada for a period of at least 15 days; *and*
- must have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident; *and*
- must have an authorization letter issued by IRCC to enter Canada.

or

- must be asymptomatic; *and*
- their entry is not for a purpose that is optional or discretionary; *and*
- must have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident; *and*
- must have an authorization letter issued by IRCC to enter Canada.

Foreign nationals entering Canada on compassionate grounds

- must be asymptomatic; *and*



- must have an authorization letter issued by PHAC for one of the following purposes:
 - To attend to the death of or provide support to a Canadian citizen, permanent resident, temporary resident, protected person, or a person registered as an Indian under the *Indian Act* who is residing in Canada and who is deemed by a licensed health care professional to be critically ill;
 - To provide care for a Canadian citizen, permanent resident, temporary resident, protected person, or a person registered as an Indian under the *Indian Act* who is residing in Canada and who is deemed by a licensed health care professional to have a medical reason as to why they require support; *or*
 - To attend a funeral or end of life ceremony.

Optional or Discretionary Purpose of Travel

A foreign national is prohibited from entering Canada if the purpose of their trip is optional or discretionary, such as tourism, recreation or entertainment unless they:

- are the subject of a NIEL;
- are an immediate family member of a Canadian citizen or permanent resident and enters Canada with the intention to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days;
- are an extended family member of a Canadian citizen or permanent resident and enters Canada with the intention to be with their extended family member and can demonstrate the intent to stay in Canada for a period of at least 15 days, has a statutory declaration, and authorization to enter issued by IRCC; *or*
- have an authorization letter issued by PHAC for one of the following purposes:
 - To attend to the death of or provide support to a Canadian citizen, permanent resident, temporary resident, protected person, or a person registered as an Indian under the *Indian Act* who is residing in Canada and who is deemed by a licensed health care professional to be critically ill;
 - To provide care for a Canadian citizen, permanent resident, temporary resident, protected person, or a person registered as an Indian under the *Indian Act* who is residing in Canada and who is deemed by a licensed health care professional to have a medical reason as to why they require support; *or*
 - To attend a funeral or end of life ceremony.

Note: When considering the application for entry by foreign nationals who meet all IRPA and OIC requirements, officers must not seek to apply a test of the “essential” nature of their work to Canada. For example, a foreign national who holds a valid work permit, and whose place of employment in Canada is open for business, does not have to prove that their work is an essential service. Border services officers (BSOs) must be careful not to introduce an additional layer to the standard for entry which is not specified in the OIC / SBB.

Consult [Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B: Entry restrictions and exemptions - Non-discretionary travel and discretionary/Optional travel](#) and [Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine](#) for more information.

Foreign nationals with a National Interest Exemption Letter pursuant to subsection 3(1)(k) of OIC 28:



In accordance with subsection 3(5) of OIC 28, a person or any person in a class of persons whose presence in Canada, as determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest is exempt from the prohibition from entering Canada for an optional or discretionary purpose.

These foreign nationals will be the subject of a National Interest Exemption Letter. In cases where a foreign national arrives at the port of entry with a NIEL, the purpose of travel is irrelevant. So long as the holder of a NIEL is asymptomatic, they are eligible to enter Canada.

Immediate family members of Canadian citizens or permanent residents

In accordance with subsection 3(4) of OIC 28 immediate family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:

- the foreign national intends to enter to be with their immediate family member who is a Canadian citizen or a permanent resident; *and*
- can demonstrate the intent to stay in Canada for a period of at least 15 days.

The purpose of travel for immediate family members of Canadian citizens and permanent residents of Canada is irrelevant as long they are entering to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days.

When processing a foreign national immediate family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria in ss. 3(4) set out above, or is not able to demonstrate it, the BSO is to consider the purpose of travel and all relevant information. In other words, entry may still be permitted if they can establish the purpose for entry is not optional or discretionary.

Extended family members of Canadian citizens or permanent residents

In accordance with subsection 3(4.1) of OIC 28 extended family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:

- the foreign national intends to enter to be with their extended family member who is a Canadian citizen or a permanent resident; *and*
- can demonstrate the intent to stay in Canada for a period of at least 15 days; *and*
- they have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident; *and*
- they have an authorization letter issued by IRCC to enter Canada.

In cases where the extended family member meets the above mentioned criteria, their purpose of travel is irrelevant.

When processing a foreign national who is an extended family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria set out above, or is not able to demonstrate it, the BSO is to consider the extended family member's purpose of travel. That said, they must still have an authorization letter issued by IRCC for the stated purpose, and must have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident.



If they have an authorization letter to travel from IRCC specific for extended family members, the purpose of travel will likely be non-discretionary given IRCC has assessed the case prior to issuing the authorization.

In either case, the BSO must confirm that the traveller has the appropriate travel authorization and confirm the notes on the foreign national's file in GCMS. BSOs must confirm the foreign national's purpose of travel is consistent with the IRCC-issued authorization, and that they meet the rules for entry in full.

Note: BSOs do not have the authority to authorize entry to a traveller who is not in possession of the required documentation from IRCC under the Expanded Family Definition.

Important: Consult the section titled Cases with Pre-Border Assessment and Adjudication for guidance on processing these travellers at the POE.

Entry for Compassionate Reasons

In accordance with section 3.1 of OIC 28, as determined by the Minister of Health, an asymptomatic foreign national who intends to enter Canada for one of the following reasons, is eligible to be admitted under the OIC:

- To attend to the death of or provide support to a Canadian citizen, permanent resident, temporary resident, protected person, or a person registered as an Indian under the *Indian Act* who is residing in Canada and who is deemed by a licensed health care professional to be critically ill;
- To provide care for a Canadian citizen, permanent resident, temporary resident, protected person, or a person registered as an Indian under the *Indian Act* who is residing in Canada and who is deemed by a licensed health care professional to have a medical reason as to why they require support; or
- To attend a funeral or end of life ceremony.

Important: All foreign nationals seeking entry for compassionate reasons outlined above must be in possession of a travel authorization letter issued by PHAC.

Note: BSOs do not have the authority to authorize entry to a traveller who is not in possession of the required documentation from PHAC under the Compassionate Grounds provision.

Important: Consult the section titled Cases with Pre-Border Assessment and Adjudication for guidance on processing these travellers at the POE.

Cases with Pre-Border Assessment and Adjudication

When processing foreign nationals with IRCC issued extended family travel authorizations or PHAC issued compassionate travel authorizations at the POE, the BSO should start from the position that they are eligible to enter under the OIC.

The BSO must confirm the traveller has the relevant travel authorization issued by IRCC or PHAC and query GCMS to confirm the foreign national is in fact the subject of a PHAC or IRCC authorization.



Note: The GCMS notation will appear as an info alert.

BSOs must also confirm the foreign nationals purpose of travel it is consistent with the PHAC or IRCC issued authorization.

Given these cases are assessed prior to arrival, the foreign nationals generally should be allowed entry unless the traveller does not meet the rules for entry (e.g. symptomatic) or where the purpose of travel is no longer consistent with the purpose of travel indicated on the IRCC or PHAC issued travel authorization.

Once the BSO has confirmed the traveller meets the rules for entry in full, the traveller should be admitted into Canada absent of any IRPA admissibility concerns.

Actions required by BSOs:

At the POE, the BSO must first determine whether or not the traveller is displaying any COVID-19 symptoms.

Symptomatic travellers:

BSOs must follow the process for symptomatic travellers as outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

BSOs must follow the directions of the PHAC QO once they have made the referral.

If the QO orders a foreign national to isolate or quarantine, the BSO will defer the examination in accordance with section 23 of IRPA for the duration of the quarantine or isolation period and until such time as the person is cleared by the PHAC QO. Admissibility concerns are paused during this period in order to prioritize public health considerations. Upon being cleared by the PHAC QO, the foreign national should return to the POE to continue their examination and the BSO will, at that time, make an admissibility decision.

If the PHAC QO clears the traveller and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:

- Absent of any admissibility concerns, if the foreign nationals is not prohibited from entering Canada under the OIC, the BSO will allow the traveller to enter Canada.
- Foreign nationals who are not eligible under the OIC will be allowed to leave Canada as per the process for asymptomatic passengers who are subject to the prohibition outlined below.

Asymptomatic foreign nationals who arrive at the POE and are eligible to enter under the OIC

A BSO will establish the purpose of the entry at the first point of contact with a traveller – at a primary inspection line (PIL) booth, NEXUS triage or at podium/triage position for kiosk enabled airports.

Foreign nationals who are eligible to enter Canada under the OIC must be processed in accordance with existing enhanced screening measures as outlined in the shift briefing bulletin 2020-HQ-AC-



03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

Asymptomatic foreign nationals who arrive at the POE and are not eligible to enter under the OIC

For foreign nationals who are not eligible to enter Canada under the OIC, BSOs will explain that they are subject to the prohibition and not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order.

The BSO is to offer the traveller the option of withdrawing their application to enter Canada. Should the traveller withdraw their application to enter Canada, the BSO shall allow them to do so in accordance section 42 of the IRPR.

Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, the BSO is to advise them they are subject to the prohibition on entry, and that it is an offence under section 71 of the Quarantine Act which carries a maximum punishment of up to \$750,000 or a term of imprisonment of six months or both and they **may** be arrested. The officer will then offer to the traveller to withdraw their application a second time.

Should the traveller still not wish to withdraw their application, the BSO is to inform the traveller that if they continue to refuse they will be arrested. The officer will then offer to the traveller to withdraw their application a third and final time.

Should the traveller still not wish to withdraw their application, the BSO will arrest the traveller under s.163.5 of the Customs Act for committing an offence under s.71 of the Quarantine Act – failing to comply with the emergency order for prohibitions on entry. The BSO will then refer the case to the police force of jurisdiction. All CBSA procedures and policies for arrest and detention must be followed.

Should the police force of jurisdiction elect not to attend, and no other inadmissibilities apply, the traveller is to be released.

Arresting a person under s.71 of the Quarantine Act is not an offence for which BSOs can apply 36(2)(d) of IRPA. Travellers so arrested, and who are not charged by the police force of jurisdiction, cannot be found inadmissible for committing an offence on entering Canada.

Note: BSOs should use their 163.5 Customs Act authority to arrest for Quarantine Act matters only with respect to an offence under s.71 of the Quarantine Act for failing to comply with the emergency order prohibitions on entry. For other instances of non-compliance with the Quarantine Act, including a refusal to comply with reasonable measures a BSO may impose under ss. 15(3) in their capacity as a screening officer, BSOs should seek assistance from police of jurisdiction in accordance with s.18 of the Quarantine Act.

For more information please consult the Operational Bulletin titled Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

NOTE: In cases where a traveller refuses to withdraw their application to enter and an arrest is made, an email containing the pertinent details (# of persons and reason(s) resulting in information not being collected), should be provided to the Novel Coronavirus Task Force generic inbox: cbsa.corona_virus_tf-gt_virus_corona.asfc@cbsa-asfc.gc.ca.

Actions required by BSOs working at the Telephone Reporting Center (TRC) and BSOs and superintendents working at verification offices:



Consult shift briefing bulletin 2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application under the appropriate headings. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: 2020-HQ-AC-02-08-B Reporting – COVID-19 for reporting instructions and more information.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona Virus TF-GT virus Corona.ASFC@cbsa-asfc.gc.ca.

References:

- Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B: Entry restrictions and exemptions - Non-discretionary travel and discretionary/Optional travel
- Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine
- Annex C to 2020-HQ-AC-03-26: Classes of Persons pursuant to section 3(1)
- Immediate Family Members (IFM) [PDF, 424 KB]
- 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes))
- 2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection (Compliance and Monitoring)
- 2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices
- 2020-HQ-AC-04-08 COVID-19 – Marine mode enhanced border measures
- Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic 2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States
- OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry
- OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.
- 2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus
- 2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus (2019-nCoV)

Issued by: Coronavirus Task Force



Annex B to 2020-HQ-AC-03-25-B

Subject :	Quarantine Exemptions
Date :	September 28, 2020 (updated October 7)

Pursuant to Sections 6, of OIC 29 travellers who meet one of the following exemptions are exempt from the requirement to quarantine:

Trade or Transport

- **OIC 29 - s.6(e):** Persons in the trade or transportation sector who are important for the movement of goods or people, including truck drivers and crew members on any aircraft, shipping vessel or train, and that cross the border while performing their duties or for the purpose of performing their duties.
- **OIC 29 - s.6(a):** A crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who enters Canada only to become such a crew member.
- **OIC 29 - s.6(b):** A member of a crew as defined in subsection 3(1) of the Immigration and Refugee Protection Regulations or a person who enters Canada only to become such a crew member.
- **OIC 29 - s.6(l):** A person, including a captain, deckhand, observer, inspector, scientist and any other person supporting commercial or research fishing-related activities, who enters Canada aboard a Canadian fishing vessel or a foreign fishing vessel as defined in subsection 2(1) of the Coastal Fisheries Protection Act, for the purpose of carrying out fishing or fishing-related activities, including offloading of fish, repairs, provisioning the vessel and exchange of crew.
- **OIC 29 - s.6(e):** A person, including a captain, deckhand, observer, inspector, scientist, veterinarian and any other person supporting commercial or research open water aquaculture-related activities, who enter Canada for the purpose of carrying out aquaculture-related activities, including fishing, transporting fish to and from the aquaculture facility, treating fish for pests or pathogens, repairs, provisioning of aquaculture-related vessels or aquaculture facilities or exchange of crew and who proceed directly to an open water facility or vessel upon entry to Canada.
- **OIC 29 - s.6(o):** a person who seeks to enter Canada on board a vessel, as defined in section 2 of the Canada Shipping Act, 2001, that is engaged in research and that is operated by or under the authority of the Government of Canada or at its request or operated by a provincial government, a local authority or a government, council or other entity authorized to act on behalf of an Indigenous group, as long as the person remains on board the vessel.

Essential Services

- **OIC 29 - s.6(n):** A person who enters Canada if the entry is necessary to return to their habitual place of residence in Canada after carrying out an everyday function that, due to geographical constraints, must involve entering the United States.
- **OIC 29 - s.6(m):** A person who enters Canada within the boundaries of an integrated trans-border community that exists on both sides of the Canada-United States border and who is a habitual resident of that community, if entering Canada is necessary for carrying out an everyday function within that community.
- **OIC 29 - s.6(e):** Technicians or specialists specified by a government, manufacturer, or company, who enter Canada as required for the purpose of maintaining, repairing, installing or inspecting equipment necessary to support critical infrastructure (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food



Water, Transportation, Safety, Government and Manufacturing) and are required to provide their services within 14 days of their entry to Canada and have reasonable rationales for the immediacy of the work and the inability to plan for a 14 day quarantine.

- **OIC 29 - s.6(d):** A member of the Canadian Forces or a visiting force as defined in section 2 of the Visiting Forces Act, who enters Canada for the purpose of performing their duties as a member of either of those forces.
- **OIC 29 - s.6(g):** A person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the Immigration and Refugee Protection Regulations and who enters Canada for the purpose of providing those services.
- **OIC 29 - s.6(f):** A person or any person in a class of persons whose presence in Canada is determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, in the national interest as long as the person complies with any conditions imposed on them by that minister to minimize the risk of introduction or spread of COVID-19.
- **OIC 29 - s.6(e):** Emergency service providers, including firefighters, peace officers, and paramedics, who return from providing such services in another country and are required to provide their services within 14 days of their return to Canada.
- **OIC 29 - s.6(e):** Commercial conveyance operators repatriating human remains into Canada.
- **OIC 29 - s.6(e):** Officials of the Government of Canada or a foreign government, including border services officers, immigration enforcement officers, law enforcement and correctional officers, who are escorting individuals travelling to Canada or from Canada pursuant to a legal process such as deportation, extradition or international transfer of offenders.

Cross Border Worker

- **OIC 29 - s.6(e):** Persons who must cross the border regularly (daily/weekly) to go to their normal place of employment, including critical infrastructure workers (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing) provided they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.

Medical Support

- **OIC 29 - s.6(h):** A person who enters Canada for the purpose of providing medical care or transporting essential medical equipment, supplies, or means of treatment, or delivering, maintaining, or repairing medically-necessary equipment or devices, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.
- **OIC 29 - s.6(c):** A person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response.
- **OIC 29 - s.6(i):** A person who enters Canada for the purpose of receiving essential medical services or treatments, within 36 hours of entering Canada, other than services or treatments related to COVID-19.
- **OIC 29 - s.6(j):** A person permitted to work in Canada as a student in a health field under paragraph 186(p) of the Immigration and Refugee Protection Regulations who enters Canada for the purpose of performing their duties as a student in the health field, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.



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- **OIC 29 - s.6(k):** A licensed health care professional with proof of employment in Canada who enters Canada for the purpose of performing their duties as a licensed health care professional, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States

Issued by:

Coronavirus Task Force



Shift Briefing Bulletin

Subject :	Reporting – COVID-19
Date :	February 8, 2020 (Updated: October 7, 2020)

Details:

The following are instructions for the gathering and reporting of data related to the COVID-19. To ensure a consistent approach for reporting by relevant ports of entry (POEs) and Regions the below-described reporting requirements must be followed.

Travellers who are potentially ill with COVID-19

In an effort to restrict distribution, Regions are asked not to use the Single Reporting Tool (SRT). Instead, report COVID-19-related events to BOC via encrypted email and carbon-copy a limited number of key regional stakeholders (i.e. not the wide regional distribution list that is embedded in the Single Reporting Tool but only to the POE's respective RDGO, CPSD, District Director and Chief of Operations).

Cases of travellers who are potentially ill with the COVID-19 are to be reported at the earliest opportunity following the interaction with travellers.

Daily Port of Entry Reporting

Ports of entry are required to input the data outlined below into the Operational Reporting Application (ORA) under the appropriate headings. This can be done throughout a shift or at the end of the evening by an overnight BSO. It is recommended that the data is inputted into ORA as soon as it is received. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT.

Note: If a mistake is found in the data for a specific date and element, an employee at that port of entry can go into the input page for that POE and date and can change the value directly in the application. Data inputters must remember to click the "save" button in the application after inputting changes to the data. This new value will be reflected in the reporting database the following day.

If a POE has no entries for all the activities listed below, they are to submit a "nil report" by entering a value of "1" into at least one available mode of travel for their POE in the new "COVID-19 / Nil Report" element in the ORA.

Superintendents are to ensure a "1" has been entered into at least one available mode of travel for their port in the new "COVID-19 / Nil Report" element if there is nothing to report at that port for the day.

Regional Operations Centre (or equivalent) are to review the port submissions in the ORA and verify that every port has reported either values in any of the above activities OR has reported values in the new "COVID-19 / Nil Report" element in ORA.

Validation of the data by both POE and Regional management is expected on a regular basis.



Air Ports of Entry

1. Health Screening: Number of travellers who answered yes to "do you currently have a cough, difficulty breathing or feel you have a fever?"
2. Health Referral - Symptomatic: Number of travellers referred to a quarantine officer because they appear symptomatic.
3. Health Referral- Quarantine Suitability: Number of asymptomatic travellers referred to a quarantine officer (QO) for not having a suitable accommodation to quarantine.
4. Immediate Family of Canadian Citizens (CC)/ Permanent Residents (PR) Exemption: Number of immediate family members of CC or PR who were admitted after demonstrating that the purpose of their travel was to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.
5. Immediate Family of CC/PR – Non-Discretionary Travel: Number of immediate family members of CC or PR who were permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their immediate family relationship.
6. Immediate Family of Foreign Nationals (FN) – Non-Discretionary Travel: Number of immediate family members of FN who were permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their immediate family relationship.
7. Non-Essential Travel – Directed back to the U.S.: number of US citizens and number of other foreign nationals were refused entry as a result of non-essential travel to Canada arriving from the United States by air broken down into tourism/sightseeing; recreation; shopping for non-essential goods; other.
8. Immediate Family of CC/PR – Directed Back: Discretionary Travel: Number of immediate family members of CC or PR who were seeking entry for less than 14 days and Directed Back to the U.S. due to the purpose of their travel being deemed discretionary/optional.
9. Immediate Family of FN – Directed Back: Discretionary Travel: Number of immediate family members of FN who were Directed Back to the U.S. from entering due to the purpose of their travel being deemed discretionary/optional.
10. Not Permitted Entry From Countries Other Than US: number of foreign nationals refused entry as a result of the prohibition of certain foreign nationals from entering Canada by air
11. Immediate Family of CC/PR – Prohibited: Discretionary Travel: Number of immediate family members of CC or PR who were seeking entry for less than 14 days and prohibited from entering from a country other than the U.S. due to the purpose of their travel being deemed discretionary/optional.
12. Immediate Family of FN – Prohibited: Discretionary Travel: Number of immediate family members of FN who were prohibited from entering from a country other than the U.S. due to the purpose of their travel being deemed discretionary/optional.
13. Refugee Claimants – Temporarily directed back to US: number of people seeking to make a refugee claim in Canada that were directed back to the US
14. Refugee Claimants – Exceptions: the number of people seeking to make a refugee claim in Canada that were allowed to proceed with their claim as they met an exemption
15. Extended Family of Canadian Citizens (CC)/ Permanent Residents (PR) Exemption: Number of extended family members of CC or PR who were admitted after demonstrating that the purpose of their travel was to be with their extended family member, that they intend to stay in Canada for a period of at least 15 days and had the required statutory declaration and/or authorization to travel by IRCC.
16. Extended Family of CC/PR – Non-Discretionary Travel: Number of extended family



members of CC or PR who were permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their extended family relationship and had the required statutory declaration and/or authorization to travel by IRCC.

17. Extended Family of CC/PR – Directed Back: Number of extended family members of CC or PR who were seeking entry for less than 14 days and Directed Back to the U.S. due to the purpose of their travel being deemed discretionary/optional or for not having the required statutory declaration and/or authorization to travel by IRCC.
18. Extended Family of CC/PR – Prohibited: Number of extended family members of CC or PR who were seeking entry for less than 14 days and prohibited from entering from a country other than the U.S. due to the purpose of their travel being deemed discretionary/optional or for not having the required statutory declaration and/or authorization to travel by IRCC.
19. Compassionate Entry: Number of foreign nationals admitted into Canada on compassionate grounds with an authorization to travel for compassionate grounds from PHAC.
20. Compassionate Limited Release from Quarantine: Number of CC/PRs and foreign nationals admitted into Canada with a limited release from quarantine for compassionate reasons from PHAC.

Land, Rail and Ferry Ports of Entry

1. Health Screening: Number of travellers who answered yes to “do you currently have a cough, difficulty breathing or feel you have a fever?”
2. Health Referral - Symptomatic: Number of travellers referred to a quarantine officer because they appear symptomatic
3. Health Referral- Quarantine Suitability: Number of asymptomatic travellers referred to a quarantine officer (QO) for not having a suitable accommodation to quarantine
4. Immediate Family of CC/PR Exemption: Number of immediate family members of CC or PR who were admitted after demonstrating that the purpose of their travel was to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.
5. Immediate Family of CC/PR – Non-Discretionary Travel: Number of immediate family members of CC or PR who were permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their immediate family relationship.
6. Immediate Family of FN – Non-Discretionary Travel: Number of immediate family members of FN who were permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their immediate family relationship.
7. Non-Essential Travel – Directed back to the U.S.: number of US citizens and number of other foreign nationals were refused entry as a result of non-essential travel to Canada arriving from the United States broken down into tourism/sightseeing; recreation; shopping for non-essential goods; other.
8. Immediate Family of CC/PR – Directed Back: Discretionary Travel: Number of immediate family members of CC or PR who were seeking entry for less than 14 days and Directed Back to the U.S. due to the purpose of their travel being deemed discretionary/optional.
9. Immediate Family of FN – Directed Back: Discretionary Travel: Number of immediate family members of FN who were Directed Back to the U.S. from entering due to the purpose of their travel being deemed discretionary/optional.
10. US Refusals: number of Canadian citizens and number of Canadian Permanent Residents turned back at the US border because of non-essential travel



11. US Refusals – Foreign Nationals: number of foreign nationals turned back at the US border because of non-essential travel
12. US Refusals – Refugee Claimants: number of people seeking to make a refugee claim in the US who were turned back at the US border
13. Refugee Claimants – Temporarily directed back to US: number of people seeking to make a refugee claim in Canada that were directed back to the US
14. Refugee Claimants – Exceptions: number of people seeking to make a refugee claim in Canada that were allowed to proceed with their claim as they met an exemption.
15. Extended Family of Canadian Citizens (CC)/ Permanent Residents (PR) Exemption: Number of extended family members of CC or PR who were admitted after demonstrating that the purpose of their travel was to be with their extended family member, that they intend to stay in Canada for a period of at least 15 days and had the required statutory declaration and/or authorization to travel by IRCC.
16. Extended Family of CC/PR – Non-Discretionary Travel: Number of immediate family members of CC or PR who were permitted to enter due to the purpose of their travel being deemed non-discretionary and linked to their extended family relationship and had the required statutory declaration and/or authorization to travel by IRCC.
17. Extended Family of CC/PR – Directed Back: Number of extended family members of CC or PR who were seeking entry for less than 14 days and Directed Back to the U.S. due to the purpose of their travel being deemed discretionary/optional or for not having the required statutory declaration and/or authorization to travel by IRCC.
18. Extended Family of CC/PR – Prohibited: Number of extended family members of CC or PR who were seeking entry for less than 14 days and prohibited from entering from a country other than the U.S. due to the purpose of their travel being deemed discretionary/optional or for not having the required statutory declaration and/or authorization to travel by IRCC.
19. Compassionate Entry: Number of foreign nationals admitted into Canada on compassionate grounds with an authorization to travel for compassionate grounds from PHAC.
20. Compassionate Limited Release from Quarantine: Number of CC/PRs and foreign nationals admitted into Canada with a limited release from quarantine for compassionate reasons from PHAC.

Marine – Pleasure Crafts

21. Number of BSOs on Marine Duties: Count the number of BSOs (full time equivalent) assigned to marine pleasure craft verifications functions. *(These statistics should be entered by the port Superintendent.)* For greater clarity, the report should reference the number of positions staffed, rather than the number of individual BSOs. For example, if two (2) BSOs are needed on day shift, only two (2) are reported, despite the fact that the original BSOs may have been replaced during their designated breaks or re-assigned to other tasks mid-shift.
22. Number of Site Visits: Number of marinas visited during the reporting period. This should account for how many trips were made to marinas, regardless of whether or not any verifications or inspections were performed during the site visit. The site visit number will account for NIL verification or inspection trips to designated marinas. The number of site visits should **not** include referrals made by the Telephone Reporting Centre (TRC) as TRC referrals are captured through the TRC System (TRCS).
23. Number of Verifications: Number of compliance verifications performed by BSOs assigned



to marine verification functions. The number of verifications should **not** include referrals made by the Telephone Reporting Centre (TRC) as TRC verifications are captured through the TRC System (TRCS).

COVID-19 refusals

CBSA officers at airports of entry are to notify the appropriate Liaison Officer of any traveller who is refused entry and is returned to the country of origin as a result of the COVID-19 travel prohibition and restrictions. Officers are asked to send the following information in an e-mail (one per family unit) following the attached format:

24. UCI(s)
25. Flight details to Canada
26. Return flight details
27. Reason for refusal (e.g., purpose of trip is discretionary; doesn't qualify for international-to-international exemption; etc.)

Further details of the case are appreciated, but not needed, provided that they are in the notes section of the client's examination in GCMS. Having this information will help the CBSA in providing consistent guidance to airlines and foreign governments on the travel prohibition. It will also allow the Liaison Officers to work with airlines and government authorities to ensure a smooth return of the client back to their country of origin.

Please also note that the Liaison Officers, when providing positive recommendations to airlines to board passengers, will now be instructed to record their decisions into GCMS. The remarks will be located under the CLIENT TAB, in the NOTES section. This will allow you to review the information that was taken into consideration at the time of the recommendation.

A complete list of contacts for the Liaison Officer Network is found on Atlas at:

Officers are also asked to put the following generic inboxes in "cc": INS / SRI (CBSA/ASFC) _____ and CBSA-ASFC_OPS_TRAVELLERS-VOYAGEURS_OPS_TRAVELLERS-VOYAGEURS@cbsa-asfc.gc.ca

Actions required by BSOs:

28. All BSOs must be familiar with, and follow, the above instructions

Actions required by superintendents:

29. Ensure that all BSOs are briefed on, and follow, these procedures.
30. Ensure that all reports are submitted in a timely fashion to the appropriate parties

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)

Prohibiting Certain Foreign Nationals from Entering Canada from any Country other than the United States



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Restricting the non-essential travel to Canada of US Citizens and other foreign nationals arriving from the United States (all modes)

ORA System Quick Guide

ORA System User Guide

Issued by: Novel Coronavirus Task Force



Shift Briefing Bulletin

Subject:	Restricting entry of United States citizens and other foreign nationals into Canada from the U.S. (all modes)
Date:	March 26, 2020 (Version 9: updated October 7, 2020)

This shift briefing bulletin **only** applies to foreign nationals (including United States [U.S.] citizens) and must be read in conjunction with operational bulletin OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

The prohibitions on entry do not apply to the following foreign nationals:

- a person registered as an Indian under the Indian Act;
- a person who, determined by the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act, not to pose a risk of significant harm to public health;
- a protected person within the meaning of s.95(2) of the Immigration and Refugee Protection Act (IRPA);
- a person who enters Canadian waters, including the inland waters, or the airspace over Canada on board a conveyance while proceeding directly from one place outside Canada to another place outside Canada on board the conveyance, as long as the person was continuously on board that conveyance while in Canada and, in the case of a conveyance other than an aircraft, the person did not land in Canada and the conveyance did not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law and, in the case of an aircraft, the conveyance did not land while in Canada; or
- a person entering to make a refugee claim and will not be directed back under the operational bulletin – OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry or OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.

The Order in Council (colloquially referred to as OIC 27), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States), has been made pursuant to section 58 of the Quarantine Act. OIC 27 has effect for the period beginning on October 7, 2020 (23:59:59) and ending on October 21, 2020 (23:59:59). The Order repeals and replaces the Order in Council P.C. 2020-0672 (OIC 24).

Definitions:

"Immediate family member" refers to:

- a) the spouse or common-law partner of the person;
- b) a dependent child of the person or of the person's spouse or common-law partner;
- c) a dependent child of a dependent child referred to in paragraph (b);
- d) the parent or step-parent of the person or of the person's spouse or common-law partner; or
- e) the guardian or tutor of the person.



"Extended family member" refers to:

- a) an individual who is in an exclusive dating relationship with the person, has been in such a relationship for at least one year and has spent time in the physical presence of the person during the course of the relationship;
- b) a dependent child of the person referred to in paragraph (a);
- c) a child of the person or of the person's spouse, common-law partner or the person referred to in paragraph (a) other than a dependent child;
- d) a dependent child of a child referred to in paragraph (c);
- e) a sibling, half-sibling or step-sibling of the person or of the person's spouse or common-law partner; or
- f) a grandparent of the person or of the person's spouse or common-law partner.

Details:

General rules to be met for entry (subject to special rules for specific classes explained below):

- they must be asymptomatic; and
- their entry must not be for a purpose that is optional or discretionary; and
- they must be able to comply with the requirement to quarantine based on their purpose of travel and intended length of stay if required to do so.

Special rules for Entry for Specific Classes of Persons

Immediate family members of a Canadian Citizen or Permanent Resident:

- must be asymptomatic; *and*
- must demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.

Or

- must meet the General rules for entry

Extended family members of a Canadian Citizen or Permanent Resident:

- must be asymptomatic; *and*
- must demonstrate that the purpose of their travel is to be with their extended family member and that they intend to stay in Canada for a period of at least 15 days; *and*
- must have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident; *and*
- must have an authorization letter issued by IRCC to enter Canada.

Or

- must be asymptomatic; and
- must be entering for a purpose that is not optional or not discretionary;
- must have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident; and
- must have an authorization letter issued by IRCC to enter Canada.



Foreign nationals entering Canada on compassionate grounds

- must be asymptomatic; *and*
- must have an authorization letter issued by PHAC for one of the following purposes:
 - To attend to the death of or provide support to a Canadian citizen, permanent resident, temporary resident, protected person, or a person registered as an Indian under the *Indian Act* who is residing in Canada and who is deemed by a licensed health care professional to be critically ill;
 - To provide care for a Canadian citizen, permanent resident, temporary resident, protected person, or a person registered as an Indian under the *Indian Act* who is residing in Canada and who is deemed by a licensed health care professional to have a medical reason as to why they require support; or
 - To attend a funeral or end of life ceremony.

Optional or Discretionary Purpose of Travel

A foreign national is prohibited from entering Canada if the purpose of their trip is optional or discretionary, such as tourism, recreation or entertainment unless they:

- are an immediate family member of a Canadian citizen or permanent resident and enters Canada with the intention to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days;
- are an extended family member of a Canadian citizen or permanent resident and enters Canada with the intention to be with their extended family member and can demonstrate the intent to stay in Canada for a period of at least 15 days, has a statutory declaration, and authorization to enter issued by IRCC; or
- have an authorization letter issued by PHAC for one of the following purposes:
 - To attend to the death of or provide support to a Canadian citizen, permanent resident, temporary resident, protected person, or a person registered as an Indian under the *Indian Act* who is residing in Canada and who is deemed by a licensed health care professional to be critically ill;
 - To provide care for a Canadian citizen, permanent resident, temporary resident, protected person, or a person registered as an Indian under the *Indian Act* who is residing in Canada and who is deemed by a licensed health care professional to have a medical reason as to why they require support; or
 - To attend a funeral or end of life ceremony.

Note: When considering the application for entry by foreign nationals who meet all IRPA and OIC requirements, officers must not seek to apply a test of the “essential” nature of their work to Canada. For example, a foreign national who holds a valid work permit, and whose place of employment in Canada is open for business, does not have to prove that their work is an essential service. Border services officers (BSOs) must be careful not to introduce an additional layer to the standard for entry which is not specified in the OIC / SBB.

Consult [Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Entry Restrictions and Exemptions - Non-Optional/Non-Discretionary Travel and Discretionary/Optional Travel\)](#) and [Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine\)](#) for more information.

Immediate family members of Canadian citizens or permanent residents



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In accordance with subsection 3(2) of OIC 27 immediate family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:

- the foreign national intends to enter to be with their immediate family member who is a Canadian citizen or a permanent resident; and
- can demonstrate the intent to stay in Canada for a period of at least 15 days.

The purpose of travel for immediate family members of Canadian citizens and permanent residents of Canada is irrelevant as long they are entering to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days.

When processing a foreign national immediate family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria in ss. 3(2) of the OIC set out above, or is not able to demonstrate it, the BSO is to consider the purpose of travel and all relevant information. In other words, entry may still be permitted if they can establish the purpose for entry is not optional or discretionary.

Extended family members of Canadian Citizens or Permanent Residents

In accordance with subsection 3(3) of OIC 27 extended family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:

- the foreign national intends to enter to be with their extended family member who is a Canadian citizen or a permanent resident; and
- can demonstrate the intent to stay in Canada for a period of at least 15 days; and
- they have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident; and
- they have an authorization letter issued by IRCC to enter Canada.

In cases where the extended family member meets the above mentioned criteria, their purpose of travel is irrelevant.

When processing a foreign national who is an extended family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria set out above, or is not able to demonstrate it, the BSO is to consider the extended family member's purpose of travel.

Where the foreign national claims to be entering for a purpose that is not optional or discretionary and which is connected to their status as an extended family member, they must still have an authorization letter issued by IRCC for the stated purpose, and must have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident.

Note: Where the foreign national seeks to enter for a purpose that is not optional or discretionary and which is not connected to their status as an extended family member, these requirements for a statutory declaration and authorization letter issued by IRCC do not apply.

If they have an authorization letter to travel issued by IRCC specific for extended family members, the purpose of travel will likely be non-discretionary given IRCC has assessed the case prior to issuing the authorization.



In either case, the BSO must confirm that the traveller has the appropriate travel authorization and confirm the notes on the foreign national's file in GCMS. BSOs must confirm the foreign national's purpose of travel is consistent with the IRCC-issued authorization, and that they meet the rules for entry in full.

Note: BSOs do not have the authority to authorize entry to a traveller who is not in possession of the required documentation from IRCC under the Extended Family Definition.

Important: Consult the section titled Cases with Pre-Border Assessment and Adjudication for guidance on processing these travellers at the POE.

Entry for Compassionate Reasons

As determined by the Minister of Health, an asymptomatic foreign national who intends to enter Canada for one of the following reasons, is eligible to be admitted under the OIC:

- a) To attend to the death of or provide support to a Canadian citizen, permanent resident, temporary resident, protected person, or a person registered as an Indian under the *Indian Act* who is residing in Canada and who is deemed by a licensed health care professional to be critically ill;
- b) To provide care for a Canadian citizen, permanent resident, temporary resident, protected person, or a person registered as an Indian under the *Indian Act* who is residing in Canada and who is deemed by a licensed health care professional to have a medical reason as to why they require support; or
- c) To attend a funeral or end of life ceremony.

Important: All foreign nationals seeking entry for compassionate reasons outlined above must be in possession of a travel authorization letter issued by PHAC.

Note: BSOs do not have the authority to authorize entry to a traveller who is not in possession of the required documentation from PHAC under the Compassionate Grounds provision.

Important: Consult the section titled Cases with Pre-Border Assessment and Adjudication for guidance on processing these travellers at the POE.

Cases with Pre-Border Assessment and Adjudication

When processing foreign nationals with IRCC issued extended family travel authorizations or PHAC issued compassionate travel authorizations at the POE, the BSO should start from the position that they are eligible to enter under the OIC.

The BSO must confirm the traveller has the relevant travel authorization issued by IRCC or PHAC and query GCMS to confirm the foreign national is in fact the subject of a PHAC or IRCC authorization.

Note: The GCMS notation will appear as an info alert.

BSOs must also confirm the foreign national's purpose of travel is consistent with the PHAC or IRCC issued authorization.



Given these cases are assessed prior to arrival, the foreign nationals generally should be allowed entry unless the traveller does not meet the rules for entry (e.g. symptomatic), where the purpose of travel is no longer consistent with the purpose of travel indicated on the IRCC or PHAC issued travel authorization.

Once the BSO has confirmed the traveller meets the general rules for entry in full, the traveller should be admitted into Canada absent of any other IRPA admissibility concerns.

Unable to comply with quarantine requirement based on purpose and duration of travel

A foreign national is prohibited from entering Canada from the U.S. if, based on the purpose of entry and intended length of their stay, they will not be able to comply with the requirement to quarantine.

This applies to foreign nationals who are coming to Canada for non-discretionary travel and whose stated purpose or duration for travel would mean they are unable to comply with the requirement to quarantine for the 14 day period pursuant to any order made under section 58 of the *Quarantine Act*.

If a foreign national meets all criteria to enter, and is able to comply with the mandatory quarantine requirement, but does not have a suitable quarantine accommodation, they are to be referred to the Public Health Agency of Canada (PHAC) in accordance with existing protocols outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

Note: In accordance with section 8 of OIC 29, a traveller does not need to remain in Canada to fulfill the 14 day quarantine requirement: a traveller can exit Canada before the 14 days ends. Consequently, travellers who seek entry to Canada en route to another U.S. destination will not have to complete 14 days of quarantine.

Actions required by BSOs:

At the port of entry (POE), the BSO must first determine whether or not the traveller is displaying any COVID-19 symptoms.

Asymptomatic Foreign nationals who arrive at the POE and are eligible to enter under the OIC

These travellers are to be authorized entry into Canada as long as no other IRPA concerns exist.

Follow all procedures outlined in shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

Note: If a foreign national arrives at a POE from the U.S., and their purpose in Canada is considered non-discretionary, they should be allowed to apply for a work permit at the POE if required and permitted to do so under section 198 of the Immigration and Refugee Protection Regulations (IRPR).

Foreign nationals who arrive at the POE and are not eligible to enter under the OIC Asymptomatic



Foreign nationals who are prohibited from entering under the OIC are to be advised that they are subject to the prohibition on entry and not allowed into Canada in accordance with OIC 27 and are to be directed back to the U.S. as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR).

For more information please consult [OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#).

Symptomatic

A foreign national is prohibited from entering Canada from the U.S. if they have reasonable grounds to suspect they have COVID-19, if they know they have COVID-19, or if they have signs and symptoms of COVID-19, including:

- a) a fever and cough; or
- b) a fever and breathing difficulties.

Foreign nationals who have a combination of either a fever and cough; or a fever and breathing difficulties will be advised that they are subject to the prohibition on entry in accordance with OIC 27. These foreign nationals will be directed back to the U.S.

BSOs are to determine if the traveller requires immediate medical attention. A foreign national who does not require immediate medical attention but is symptomatic, is to be processed in accordance with existing enhanced screening measure procedures as per the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).

If the traveller requires immediate medical attention, the local emergency medical service is to be called. The BSO will defer the examination in accordance with section 23 of the IRPA until such time as the person is cleared by the PHAC quarantine officer (QO) or released from medical care. Entry pursuant to A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete examination once any period of self-isolation or treatment is complete. Once the foreign national becomes asymptomatic or no longer requires immediate medical care, the examination can resume and the office will determine admissibility based on existing processes.

For more information please consult [OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#).

Public Conveyance

The BSO is to refer the traveller to a QO for further questioning. BSOs will follow standard procedures for contacting a PHAC QO through the PHAC Central Notification Service if no QO is on site. BSOs are to follow the directions of the PHAC QO once the QO completes a health assessment.

PHAC QO Orders Symptomatic Traveller to Isolate

If the QO orders the foreign national to isolate, the BSO will defer the examination in accordance with section 23 of the IRPA for the duration of the isolation period and until such time as the person is cleared by the PHAC QO. During this time, priority shall be given to public health and officer safety considerations, and steps to determine inadmissibility that would require interaction



with the foreign national should be likewise deferred. A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete their examination once any period of isolation or treatment is complete. Once the foreign national becomes asymptomatic, the examination can resume and the office will determine admissibility based on existing processes: e.g., if they fall under one of the exemptions, they may be admitted if not, the officer will advise the foreign national that they cannot enter Canada due to the prohibition order and allow them the opportunity to withdraw the application to enter Canada. Please note that once A23 option has been used, the foreign national can no longer be given a Direct Back.

For more information please consult OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

PHAC QO Determines Traveller is not a Case of Concern During Processing at POE

If the PHAC QO clears the traveller at the POE and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:

- Foreign nationals whose entry is not prohibited under the Quarantine Act emergency order can be allowed to enter Canada, absent other admissibility concerns. BSOs are to follow the process outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)) and follow the direction of the PHAC QO.
- Foreign nationals whose entry is prohibited under OIC 27 will be subject to a Direct Back to the U.S.

PHAC will provide support and guidance where required. BSOs will seek guidance from their superintendent as needed.

Claims for Refugee Protection

- Claim for refugee protection at airports, marine ports and between ports of entry: Consult OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry.
- Claim for refugee protection at land ports of entry: Consult OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.

Actions required by BSOs working at the Telephone Reporting Center and BSOs and superintendents working at verification offices:

Consult shift briefing bulletin 2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices.

Actions required by superintendents:

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.



Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the POEs for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: [2020-HQ-AC-02-08-B Reporting – COVID-19](#) for reporting instructions and more information.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

- [Annex A: Entry Restrictions and Exemptions - Non-Discretionary Travel and Discretionary/Optional Travel](#)
- [Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation](#)
- [Immediate Family Members \(IFM\) \[PDF, 424 KB\]](#)
- [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#)
- [2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection \(Compliance and Monitoring\)](#)
- [2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#)
- [Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic 2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States](#)
- [OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry or](#)
- [OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.](#)
- [Quarantine Standard Operating Procedures](#)
- [2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada \(PHAC\)'s Quarantine Services: New PHAC Notification Procedures](#)
- [Job aid: Role of the BSO \(screening officer\)](#)
- [2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#)
- [2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus \(2019-nCoV\)](#)

Issued by: Coronavirus Task Force



Annex C to 2020-HQ-AC-03-26

Subject :	Class of Persons
Date :	October 7, 2020 (Updated October 10, 2020)

Classes of Persons pursuant to section 3(1) of OIC 28

(a) An immediate family member of a Canadian citizen or of a permanent resident as defined in subsection 2(1) of the Immigration and Refugee Protection Act.

"Immediate family member" refers to:

- a) the spouse or common-law partner of the person;
- b) a dependent child of the person or of the person's spouse or common-law partner;
- c) a dependent child of a dependent child referred to in paragraph (b);
- d) the parent or step-parent of the person or of the person's spouse or common-law partner; or
- e) the guardian or tutor of the person.

(a.1) An extended family member of a Canadian citizen or a permanent resident if they have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident, and who is authorized, in writing, by an officer designated under subsection 6(1) of the IRPA to enter Canada.

"Extended family member" refers to:

- a) an individual who is in an exclusive dating relationship with the person, has been in such a relationship for at least one year and has spent time in the physical presence of the person during the course of the relationship;
- b) a dependent child of the person referred to in paragraph (a);
- c) a child of the person or of the person's spouse, common-law partner or the person referred to in paragraph (a) other than a dependent child;
- d) a dependent child of a child referred to in paragraph (c);
- e) a sibling, half-sibling or step-sibling of the person or of the person's spouse or common-law partner; or
- f) a grandparent of the person or of the person's spouse or common-law partner.

(b) A person who is authorized, in writing, by an officer designated under subsection 6(1) of the IRPA to enter Canada for the purpose of reuniting immediate family members.

(c) A crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who seeks to enter Canada only to become such a crew member.

(d) A member of a crew as defined in subsection 3(1) of the IRPR or a person who seeks to enter Canada only to become such a member of a crew.

(e) A person who is exempt from the requirement to obtain a temporary resident visa under paragraph 190(2)(a) of the IRPR and the immediate family members of that person.

(f) A person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response.

(g) A person who arrives by any means of a conveyance operated by the Canadian Forces or the Department of National Defence.

(h) A member of the Canadian Forces or a visiting force, as defined in section 2 of the Visiting Forces Act, and the immediate family members of that member.



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(i) A French citizen who resides in Saint - Pierre-et-Miquelon and has been only in Saint - Pierre-et-Miquelon, the United States or Canada during the period of 14 days before the day on which they arrived in Canada.

(j) A person or any person in a class of persons who, as determined by the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act:

(i) does not pose a risk of significant harm to public health, or

(ii) will provide an essential service while in Canada:

- Technicians or specialists specified by a government, manufacturer, or company, as required to install, inspect, maintain or repair equipment necessary to support critical infrastructure (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing).
- Persons, including a captain, deckhand, observer, inspector, scientist, veterinarian and any other person supporting commercial or research open water aquaculture-related activities, who enter Canada for the purpose of carrying out aquaculture-related activities, including fishing, transporting fish to and from the aquaculture facility, treating fish for pests or pathogens, repairs, provisioning of aquaculture-related vessels or aquaculture facilities or exchange of crew and who proceed directly to an open water facility or vessel upon entry to Canada.
- Officials of a foreign government, including border services officers, immigration enforcement officers, law enforcement and correctional officers, who are escorting individuals travelling to Canada or from Canada pursuant to a legal process such as deportation, extradition or international transfer of offenders.
- Officials of a foreign government, including law enforcement, border enforcement, and immigration enforcement officers, who enter Canada for the purposes of law, border or immigration enforcement, or national security activities that support active investigations, ensure continuity of enforcement operations or activities, or transfer information or evidence pursuant to, or in support, of a legal process; and who are required to provide their services within 14 days of entry and have reasonable rationales for the immediacy of work and the inability to plan for a 14 day quarantine.

(k) A person or any person in a class of persons whose presence in Canada, as determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest.

(l) the holder of a valid work permit or a study permit as defined in section 2 of the Immigration and Refugee Protection Regulations.

(m) A person whose application for a work permit referred to in paragraph (l) was approved by IRCC and who has received written notice of the approval, but who has not yet been issued the permit.

(m.1) a person who holds a study permit, as defined in section 2 of the Immigration and Refugee Protection Regulations, or a person whose application for a study permit was approved under the Immigration and Refugee Protection Act and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet been issued the permit.



(n) - NOT IN EFFECT UNTIL OCTOBER 20th AT 23:59:59 PM EDT - a person who seeks to enter Canada for the purpose of attending a listed institution, and the immediate family members of that person other than a dependent child of a dependent child of the person, if the person holds a valid study permit, as defined in section 2 of the Immigration and Refugee Protection Regulations, if the person may apply for a study permit when entering Canada under section 214 of the Immigration and Refugee Protection Regulations, or if the person's application for a study permit was approved under the Immigration and Refugee Protection Act and they received written notice of the approval but have not yet been issued the permit

(o) A person permitted to work in Canada as a student in a health field under paragraph 186(p) of the IRPR.

(p) A person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the IRPR.

(q) A licensed health care professional with proof of employment in Canada.

(r) A person who seeks to enter Canada for the purpose of delivering, maintaining, or repairing medically-necessary equipment or devices.

(s) A person who seeks to enter Canada for the purpose of donating or making medical deliveries of stem cells, blood and blood products, tissues, organs or other body parts that are required for patient care in Canada during the validity of the Order or within a reasonable period of time after the expiry of the Order.

(t) A person whose application for permanent residence was approved under the IRPA, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet become a permanent resident under that Act.

(u) A worker in the marine transportation sector who is essential for the movement of goods by vessel, as defined in section 2 of the Canada Shipping Act, 2001, and who seeks to enter Canada for the purpose of performing their duties in that sector.

(v) A person who seeks to enter Canada to take up a post as a diplomat, consular officer, representative or official of a country other than Canada, of the United Nations or any of its agencies or of any intergovernmental organization of which Canada is a member, and the immediate family members of that person.

(w) A person who arrives at a Canadian airport aboard a commercial passenger conveyance and who is transiting to a country other than Canada and remains in a sterile transit area within the meaning of section 2 of the IRPR.

(x) A person who seeks to enter Canada on board a vessel, as defined in section 2 of the Canada Shipping Act, 2001, that is engaged in research and that is operated by or under the authority of the Government of Canada or at its request or operated by a provincial government, a local authority or a government, council or other entity authorized to act on behalf of an Indigenous group.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.



Canada Border
Services Agency

Agence des services
frontaliers du Canada



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References:

2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States

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Annex B to 2020-HQ-AC-03-25-B

Subject :	Quarantine Exemptions
Date :	September 28, 2020 (updated October 10)

Pursuant to Sections 6, of OIC 29 travellers who meet one of the following exemptions are exempt from the requirement to quarantine:

Trade or Transport

- *OIC 29 - s.6(e):* Persons in the trade or transportation sector who are important for the movement of goods or people, including truck drivers and crew members on any aircraft, shipping vessel or train, and that cross the border while performing their duties or for the purpose of performing their duties.
- *OIC 29 - s.6(a):* A crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who enters Canada only to become such a crew member.
- *OIC 29 - s.6(b):* A member of a crew as defined in subsection 3(1) of the Immigration and Refugee Protection Regulations or a person who enters Canada only to become such a crew member.
- *OIC 29 - s.6(l):* A person, including a captain, deckhand, observer, inspector, scientist and any other person supporting commercial or research fishing-related activities, who enters Canada aboard a Canadian fishing vessel or a foreign fishing vessel as defined in subsection 2(1) of the Coastal Fisheries Protection Act, for the purpose of carrying out fishing or fishing-related activities, including offloading of fish, repairs, provisioning the vessel and exchange of crew.
- *OIC 29 - s.6(e):* A person, including a captain, deckhand, observer, inspector, scientist, veterinarian and any other person supporting commercial or research open water aquaculture-related activities, who enter Canada for the purpose of carrying out aquaculture-related activities, including fishing, transporting fish to and from the aquaculture facility, treating fish for pests or pathogens, repairs, provisioning of aquaculture-related vessels or aquaculture facilities or exchange of crew and who proceed directly to an open water facility or vessel upon entry to Canada.
- *OIC 29 - s.6(o):* a person who seeks to enter Canada on board a vessel, as defined in section 2 of the Canada Shipping Act, 2001, that is engaged in research and that is operated by or under the authority of the Government of Canada or at its request or operated by a provincial government, a local authority or a government, council or other entity authorized to act on behalf of an Indigenous group, as long as the person remains on board the vessel.

Essential Services

- *OIC 29 - s.6(n):* A person who enters Canada if the entry is necessary to return to their habitual place of residence in Canada after carrying out an everyday function that, due to geographical constraints, must involve entering the United States.
- *OIC 29 - s.6(m):* A person who enters Canada within the boundaries of an integrated trans-border community that exists on both sides of the Canada-United States border and who is a habitual resident of that community, if entering Canada is necessary for carrying out an everyday function within that community.
- *OIC 29 - s.6(e):* Technicians or specialists specified by a government, manufacturer, or company, who enter Canada as required for the purpose of maintaining, repairing, installing or inspecting equipment necessary to support critical infrastructure (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food



Water, Transportation, Safety, Government and Manufacturing) and are required to provide their services within 14 days of their entry to Canada and have reasonable rationales for the immediacy of the work and the inability to plan for a 14 day quarantine.

- *OIC 29 - s.6(d)*: A member of the Canadian Forces or a visiting force as defined in section 2 of the Visiting Forces Act, who enters Canada for the purpose of performing their duties as a member of either of those forces.
- *OIC 29 - s.6(g)*: A person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the Immigration and Refugee Protection Regulations and who enters Canada for the purpose of providing those services.
- *OIC 29 - s.6(f)*: A person or any person in a class of persons whose presence in Canada is determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, in the national interest as long as the person complies with any conditions imposed on them by that minister to minimize the risk of introduction or spread of COVID-19.
- *OIC 29 - s.6(e)*: Emergency service providers, including firefighters, peace officers, and paramedics, who return from providing such services in another country and are required to provide their services within 14 days of their return to Canada.
- *OIC 29 - s.6(e)*: Commercial conveyance operators repatriating human remains into Canada.
- *OIC 29 - s.6(e)*: Officials of the Government of Canada or a foreign government, including border services officers, immigration enforcement officers, law enforcement and correctional officers, who are escorting individuals travelling to Canada or from Canada pursuant to a legal process such as deportation, extradition or international transfer of offenders.
- *OIC 29 - s.6(e)*: Officials of the Government of Canada, a provincial or a foreign government, including law enforcement, border enforcement, and immigration enforcement officers, who enter Canada for the purposes of law, border or immigration enforcement, or national security activities that support active investigations, ensure continuity of enforcement operations or activities, or transfer information or evidence pursuant to, or in support, of a legal process; and who are required to provide their services within 14 days of entry and have reasonable rationales for the immediacy of work and the inability to plan for a 14 day quarantine.

Cross Border Worker

- *OIC 29 - s.6(e)*: Persons who must cross the border regularly (daily/weekly) to go to their normal place of employment, including critical infrastructure workers (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing) provided they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.

Medical Support

- *OIC 29 - s.6(h)*: A person who enters Canada for the purpose of providing medical care or transporting essential medical equipment, supplies, or means of treatment, or delivering, maintaining, or repairing medically-necessary equipment or devices, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.
- *OIC 29 - s.6(c)*: A person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response.



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- *OIC 29 - s.6(i)*: A person who enters Canada for the purpose of receiving essential medical services or treatments, within 36 hours of entering Canada, other than services or treatments related to COVID-19.
- *OIC 29 - s.6(j)*: A person permitted to work in Canada as a student in a health field under paragraph 186(p) of the Immigration and Refugee Protection Regulations who enters Canada for the purpose of performing their duties as a student in the health field, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.
- *OIC 29 - s.6(k)*: A licensed health care professional with proof of employment in Canada who enters Canada for the purpose of performing their duties as a licensed health care professional, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States

Issued by:

Coronavirus Task Force



Annex C to 2020-HQ-AC-03-26

Subject :	Class of Persons
Date :	October 7, 2020 (Updated October 19, 2020)

Classes of Persons pursuant to section 3(1) of OIC 28

(a) An immediate family member of a Canadian citizen or of a permanent resident as defined in subsection 2(1) of the Immigration and Refugee Protection Act.

"Immediate family member" refers to:

- a) the spouse or common-law partner of the person;
- b) a dependent child of the person or of the person's spouse or common-law partner;
- c) a dependent child of a dependent child referred to in paragraph (b);
- d) the parent or step-parent of the person or of the person's spouse or common-law partner; or
- e) the guardian or tutor of the person.

(a.1) An extended family member of a Canadian citizen or a permanent resident if they have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident, and who is authorized, in writing, by an officer designated under subsection 6(1) of the IRPA to enter Canada.

"Extended family member" refers to:

- a) an individual who is in an exclusive dating relationship with the person, has been in such a relationship for at least one year and has spent time in the physical presence of the person during the course of the relationship;
- b) a dependent child of the person referred to in paragraph (a);
- c) a child of the person or of the person's spouse, common-law partner or the person referred to in paragraph (a) other than a dependent child;
- d) a dependent child of a child referred to in paragraph (c);
- e) a sibling, half-sibling or step-sibling of the person or of the person's spouse or common-law partner; or
- f) a grandparent of the person or of the person's spouse or common-law partner.

(b) A person who is authorized, in writing, by an officer designated under subsection 6(1) of the IRPA to enter Canada for the purpose of reuniting immediate family members.

(c) A crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who seeks to enter Canada only to become such a crew member.

(d) A member of a crew as defined in subsection 3(1) of the IRPR or a person who seeks to enter Canada only to become such a member of a crew.

(e) A person who is exempt from the requirement to obtain a temporary resident visa under paragraph 190(2)(a) of the IRPR and the immediate family members of that person.

(f) A person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response.

(g) A person who arrives by any means of a conveyance operated by the Canadian Forces or the Department of National Defence.

(h) A member of the Canadian Forces or a visiting force, as defined in section 2 of the Visiting Forces Act, and the immediate family members of that member.



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(i) A French citizen who resides in Saint - Pierre-et-Miquelon and has been only in Saint - Pierre-et-Miquelon, the United States or Canada during the period of 14 days before the day on which they arrived in Canada.

(j) A person or any person in a class of persons who, as determined by the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act:

(i) does not pose a risk of significant harm to public health, or

(ii) will provide an essential service while in Canada:

- Technicians or specialists specified by a government, manufacturer, or company, as required to install, inspect, maintain or repair equipment necessary to support critical infrastructure (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing).
- Persons, including a captain, deckhand, observer, inspector, scientist, veterinarian and any other person supporting commercial or research open water aquaculture-related activities, who enter Canada for the purpose of carrying out aquaculture-related activities, including fishing, transporting fish to and from the aquaculture facility, treating fish for pests or pathogens, repairs, provisioning of aquaculture-related vessels or aquaculture facilities or exchange of crew and who proceed directly to an open water facility or vessel upon entry to Canada.
- Officials of a foreign government, including border services officers, immigration enforcement officers, law enforcement and correctional officers, who are escorting individuals travelling to Canada or from Canada pursuant to a legal process such as deportation, extradition or international transfer of offenders.
- Officials of a foreign government, including law enforcement, border enforcement, and immigration enforcement officers, who enter Canada for the purposes of law, border or immigration enforcement, or national security activities that support active investigations, ensure continuity of enforcement operations or activities, or transfer information or evidence pursuant to, or in support, of a legal process; and who are required to provide their services within 14 days of entry and have reasonable rationales for the immediacy of work and the inability to plan for a 14 day quarantine.

(k) A person or any person in a class of persons whose presence in Canada, as determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest.

(l) the holder of a valid work permit or a study permit as defined in section 2 of the Immigration and Refugee Protection Regulations.

(m) A person whose application for a work permit referred to in paragraph (l) was approved by IRCC and who has received written notice of the approval, but who has not yet been issued the permit.

(n) a person who seeks to enter Canada for the purpose of attending a listed institution, and the immediate family members of that person other than a dependent child of a dependent child of the person, if the person holds a valid study permit, as defined in section 2 of the Immigration and Refugee Protection Regulations, if the person may apply for a study permit when entering Canada under section 214 of the Immigration and Refugee Protection



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Regulations, or if the person's application for a study permit was approved under the Immigration and Refugee Protection Act and they received written notice of the approval but have not yet been issued the permit.

(o) A person permitted to work in Canada as a student in a health field under paragraph 186(p) of the IRPR.

(p) A person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the IRPR.

(q) A licensed health care professional with proof of employment in Canada.

(r) A person who seeks to enter Canada for the purpose of delivering, maintaining, or repairing medically-necessary equipment or devices.

(s) A person who seeks to enter Canada for the purpose of donating or making medical deliveries of stem cells, blood and blood products, tissues, organs or other body parts that are required for patient care in Canada during the validity of the Order or within a reasonable period of time after the expiry of the Order.

(t) A person whose application for permanent residence was approved under the IRPA, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet become a permanent resident under that Act.

(u) A worker in the marine transportation sector who is essential for the movement of goods by vessel, as defined in section 2 of the Canada Shipping Act, 2001, and who seeks to enter Canada for the purpose of performing their duties in that sector.

(v) A person who seeks to enter Canada to take up a post as a diplomat, consular officer, representative or official of a country other than Canada, of the United Nations or any of its agencies or of any intergovernmental organization of which Canada is a member, and the immediate family members of that person.

(w) A person who arrives at a Canadian airport aboard a commercial passenger conveyance and who is transiting to a country other than Canada and remains in a sterile transit area within the meaning of section 2 of the IRPR.

(x) A person who seeks to enter Canada on board a vessel, as defined in section 2 of the Canada Shipping Act, 2001, that is engaged in research and that is operated by or under the authority of the Government of Canada or at its request or operated by a provincial government, a local authority or a government, council or other entity authorized to act on behalf of an Indigenous group.

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

References:

2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States

Issued by:

Coronavirus Task Force



Shift Briefing Bulletin

Subject:	COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices
Date:	October 19, 2020

Details:

This shift briefing bulletin brings together all the enhanced border measures in place that affect the Canada Border Services Agency (CBSA) Telephone Reporting Centre (TRC) and verification offices, which process NEXUS and CANPASS Private Boat, CANPASS Private Air and CANPASS Corporate Air members and other travellers arriving by general aviation (GA) flights, pleasure craft, snowmobiles and vehicles.

Note: While the Public Health Agency of Canada (PHAC) Orders in Council (OIC), which prohibit optional or discretionary (non-essential) entry to Canada of foreign nationals, are in force, GA flights, pleasure craft and other conveyances carrying passengers for leisure and tourism purposes will not be permitted to enter Canada.

The prohibitions on entry do not apply to foreign nationals who are:

- protected persons within the meaning of s.95(2) of the Immigration and Refugee Protection Act (IRPA);
- registered as Indians under the Indian Act;
- individuals who have been exempt from the order by the Chief Public Health Officer because their presence in Canada would not pose a risk of significant harm to public health; or
- entering to make a refugee claim and will not be directed back under the operational bulletin [OBO-2020-032](#), “COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry” or [OBO-2020-033](#), “COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry”.

Please refer to shift briefing bulletins [2020-HQ-AC-03-26-B](#), “Restricting the non-essential travel to Canada of U.S citizens and other foreign nationals arriving from the United States (all modes)”, [2020-HQ-AC-03-26](#), “Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States”, and [2020-HQ-AC-03-25-B](#), “COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)” when processing persons who report through the TRC.

Roles and processes:

TRC officers	Section
Primary questioning and mandatory referrals	Refer to the sections titled <i>Border Services Officers Working at the TRC</i> and <i>Referral to Secondary</i>
Processing of general aviation flights	Refer to the section titled <i>General aviation</i>
Processing of MEDEVAC flights	Refer to the section titled <i>MEDEVAC Flights – Emergency and Non-emergency</i>
Processing of re-fueling stops	Refer to the section titled <i>Re-fueling stops</i>
Processing of pleasure craft and vehicles	Refer to the section titled <i>Pleasure craft and vehicles</i>



Processing of travellers who are allowed to enter Canada	Refer to the section titled <i>Processing of travellers who are allowed to enter Canada</i>
Verification officers	Section
Processing of conveyances which are met by verification officers	Refer to the section titled <i>The conveyance is met</i>
Processing of conveyance which are not met by verification officers	Refer to the section titled <i>The conveyance is not met</i>
Adding verification notes to the Passage Processing screen in the TRCS	Refer to the section titled <i>Verification notes in the TRCS</i>
Entering verification notes on business flights	Refer to the section titled <i>Business flights</i>
Sending notification to MSOC intelligence officers	Refer to the section titled <i>Notification to the CBSA MSOC intelligence officers</i>
General information	Section
Face covering requirement	Refer to the section titled <i>Mask or face covering requirement</i>
Information on suspension of services at certain airports and marinas	Refer to the section titled <i>Suspension of services at small AOE's and TRS/MS</i>
Information on vessels meeting exceptions from presentation and reporting and the role of the RCMP	Refer to the section titled <i>Pleasure craft meeting exceptions from presentation and reporting under the Customs Act</i>
Information on Canadian vessels transiting or looping in US waters	Refer to the section titled <i>Canadian boaters entering US waters</i>

Mask or face covering requirement:

Travellers required to quarantine or isolate

Every person who enters Canada and who is required to quarantine or isolate themselves under this Order must, in the following circumstances, wear a non-medical mask or face covering that a screening officer or quarantine officer considers suitable to minimize the risk of introducing or spreading COVID-19:

- while they are entering Canada; and,
- while they are in transit to a place of quarantine or isolation, a health care facility or a place of departure from Canada, unless they are alone in a private vehicle.

Exempt persons

Every person who enters Canada and who is not required to quarantine themselves must wear a non-medical mask or face covering that a screening officer or quarantine officer considers suitable to minimize the risk of introducing or spreading COVID-19 when:

- they are in public settings where physical distancing cannot be maintained.

Important: Any exempt person who is required to undergo a secondary examination and not able to maintain a two (2) meter physical distancing should be provided with a PHAC mask kit and asked to don it.

In all cases, border services officers (BSOs) will continue to process the travellers in accordance with existing enhanced screening measures as outlined in the shift briefing bulletin 2020-HQ-AC-03-25-B,



"COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)".

Border services officers working at the TRC:

TRC BSO will conduct the initial questioning of all pilots and conveyance operators who call the TRC with respect to the health status of all on board the purpose of travel (discretionary vs non-discretionary) and make suitable notes in the passage record in the TRC System (TRCS). Foreign nationals calling to provide advance notification of arrival whose travel to Canada is optional or discretionary, will be advised that their entry to Canada will be denied if they choose to proceed with the arrival. The TRC BSO will recommend that the trip be postponed until Government of Canada's COVID-19 entry prohibitions are lifted.

Important: In all cases and modes of travel, the TRC officer will make a mandatory secondary referral in the TRCS for quarantine screening on **all conveyances** reporting through the TRC (**100% referrals**). The regions will make every effort to meet all arrivals. As these referrals are mandatory, if the verification office is unable to attend the arrival site to meet the conveyance, due to circumstances out of their control (e.g., distant geographical location), the TRC BSO will transfer the call to the verification office and the verification officer will be responsible for issuing any necessary instructions and direction to the operator (e.g., direct back if entry is optional, diversion to an alternate site, etc.), and collect the contact information, unless alternate arrangements are made between the TRC and verification office superintendents.

General aviation

BSOs working at the TRC will advise the aircraft operator during the first call to the TRC (48-2 hour advance notification) that foreign nationals arriving in Canada who are symptomatic for COVID-19; or who are travelling for optional or discretionary purposes; and who, based on their purpose of travel and intended length of stay, are unable to comply with the 14 day mandatory quarantine period, will not be allowed to seek entry into Canada.

TRC officers will confirm with the aircraft operator the foreign point of origin of all travellers and pose the enhanced screening question, "**Do you, or any of the passengers on board, currently have a cough, difficulty breathing, or feel you have a fever?**" to the operator/pilot during the first call to the TRC (48-2 hour advance notification). The pilot/operator will be instructed to obtain all relevant information from all passengers on board and call the TRC back, if needed.

The TRC officer will make a secondary referral in the TRC System (TRCS) for quarantine screening on all aircraft reporting through the TRC.

MEDEVAC flights – emergency and non-emergency

When processing flights identifying themselves as MEDEVAC (medical evacuation or transport), TRC BSOs will establish whether the flight is emergency or non-emergency in nature.

Non-emergency flights:

Non-emergency MEDEVAC flights include transport of a patient from a foreign hospital back to Canada after medical treatment has been received and transport of a patient to a Canadian hospital for non-emergency procedure/treatment, or a return empty (ferry) MEDEVAC aircraft, which has completed a patient transport.

Arriving with a patient on board

Non-emergency MEDEVAC flights, which arrive with patients on board, are subject to standard general aviation requirements, are required to enter Canada via a **staffed airport of entry (AOE) or an open AOE/15 within its hours of operations**, and provide the standard advance notification of arrival to the TRC at least two (2) hours prior to landing.

Non-emergency ferry flights



Ferry MEDEVAC flights, which carry only crew and medical staff (nurses, doctors) on board, are now permitted to arrive at, and clear from, designated AOE's where the CBSA services have been temporarily suspended.

The returning crew are exempt from 14-day quarantine as "persons in the trade or transportation sector who are important for the movement of goods or people, including truck drivers and crew members on any aircraft, shipping vessel or train, and that cross the border while performing their duties or for the purpose of performing their duties", along with the nurses or doctors as persons who enter "Canada for the purpose of providing medical care or transporting essential medical equipment, supplies, or means of treatment, or delivering, maintaining, or repairing medically-necessary equipment or devices, as long as they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada."

As such, unless other reasons exist to require an examination under the Customs Act or IRPA, or a person on board reports symptoms of an illness, a ferry MEDEVAC flight may be released by the TRC over the phone.

Emergency flights:

Emergency MEDEVAC flights include transport of a patient where the patient's life is in imminent danger and medical intervention is urgently required. In such cases, the two (2) hours minimum advance notification and the requirement to land at a designated AOE are waived. To ensure that urgent medical care is provided to the patient, the aircraft may land at a site as close to the hospital as required, e.g., the hospital helicopter pad.

For MEDEVAC emergency flights the pilot will:

- a) Contact the TRC as soon as flight particulars are available to provide minimal information such as: destination, airplane registration number, number of passenger and names of passengers, if available.
- b) Call the TRC at the first opportunity after the aircraft has landed to provide the CBSA with the remaining information and follow any instructions given by the officer.

Re-fueling stops

In the case of a declared emergency, safety is paramount and air traffic control will direct the aircraft to the most immediate and appropriate aerodrome. The aircraft would be allowed to land at the closest available airport regardless of CBSA presence as long as the airline immediately reports the landing to the nearest CBSA office or the RCMP.

A planned technical stop for re-fueling would not constitute an emergency and must be planned at a **designated AOE open for business** and the arrival must be reported to the CBSA as per the standard procedures.

Pleasure craft and vehicles

In the case of NEXUS and CANPASS Private Boat members, BSOs working at the TRC will advise the pleasure craft operator during the first call to the TRC (4 hour - 30 min advance notification) that foreign nationals arriving in Canada from the U.S. are subject to travel restrictions. In the case of non-member pleasure craft and vehicles this information will be provided to the caller when they call the TRC to report their arrival in Canada as there is no requirement for advance notification from non-members arriving on these conveyances.

The TRC officer will question travellers in accordance with the enhanced screening measures and pose the enhanced screening question, "**Do you, or any of the passengers on board, currently have a cough, difficulty breathing, or feel you have a fever?**", and about their purpose for arriving to Canada and advise the vessel operator that foreign nationals who are travelling for discretionary or optional purposes will not be allowed to seek entry into Canada in accordance with the Emergency Order made pursuant to subsection 58(1) of the Quarantine Act.



Processing of travellers who are allowed to enter Canada

BSOs must follow instructions in shift briefing bulletin [2020-HQ-AC-03-25-B](#), "COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)".

In all cases, if symptomatic travellers are identified a referral to a PHAC quarantine officer (QO) must be made.

Note: In cases where a PHAC QO is not onsite, the BSOs will follow procedures for contacting the PHAC Notification Line contained on the Screening Officer Cue Cards, [Shift Briefing Bulletin 2019-HQ-AC-05-15](#), and in the [Quarantine Standard Operating Procedures](#). PHAC Notification Line: **1-833-615-2384**.

Travellers who are admitted to Canada (i.e., those otherwise not restricted or prohibited entry by the PHAC Orders in Council or the Transport Canada Interim Order, that is Canadian citizens, permanent residents, registered Indians or foreign nationals who meet the exemption for essential entry but not the exemption from quarantine), not presenting symptoms and who answered No to the PHAC enhanced screening question, will be advised they are required to quarantine for 14 days. These travellers will be required to make the following declaration:

Declaration: "I acknowledge that I/we must quarantine (if no symptoms) or isolate (if symptomatic) for 14 days to prevent the potential spread of COVID-19."

The TRC officer will instruct the pilot/operator to advise all asymptomatic travellers on board that they are required to quarantine for 14 days upon arrival in Canada (symptomatic travellers are required to isolate). The TRC BSO will ask the pilot/operator to acknowledge that all the travellers will be directed to quarantine for 14 days.

Also, each traveller will be asked additional "yes or no" questions to determine if the individual is able to quarantine themselves.

Note: Normally, the additional questioning of persons being admitted to Canada would be conducted by the verification BSOs when the conveyance is met. In rare cases, upon agreement between the TRC and the verification office superintendents, when the verification office is unable to attend the arrival site to meet the conveyance, this questioning may be conducted by the TRC BSO.

The processing BSO will ask the pilot/operator to ask all travellers on board the following questions:

Do you, as well as all passengers on board, have accommodation where you/ they can quarantine for 14 days?

- If **Yes** – Proceed to next question.
- If **No** – Referral to QO and provide GREEN handout.

Are there vulnerable people at the location where you, or any of the passengers on board, plan to quarantine?

- If **Yes** – Referral to QO and provided GREEN handout.
- If **No** – Proceed to next question.

Is your quarantine accommodation a group living environment (e.g. group home or senior residence) or does it currently house different families?

- If **Yes** – Referral to QO and provided GREEN handout.
- If **No** – Proceed to next question.

Can you, as well as all passengers on board, have food, medication or other necessities delivered to your/ their accommodation while in quarantine?

- If **Yes** – Traveller released with GREEN handout.



- If **No** – Referral to QO and provided green handout.

The TRC officer will also advise the pilot/operator that all travellers seeking entry into Canada who are subject to mandatory quarantine or isolation are required to wear a non-medical mask or face covering. In addition, they are to indicate that the pilot/operator and all passengers must wear the face covering or mask while transiting from the POE to their quarantine/isolation location or their residence in Canada. If travellers will be leaving Canada before the end of the 14 days quarantine/isolation period, they must wear a mask while in Canada.

The TRC officer will email the aircraft/vessel operator the PHAC GREEN pamphlet for distribution to all passenger and crew aboard the conveyance. If the conveyance is met, the verification BSO will provide the pamphlet to all travellers on board.

Referral to secondary

In all cases and modes of travel, the TRC officer will make a mandatory secondary referral in the TRCS for quarantine screening on all conveyances reporting through the TRC (100% referrals).

The TRC officer will notify the superintendent at the responding verification office of the referral and advise them of the following, if any, travellers:

- on board an inbound or arriving conveyance have COVID-19 or are reported to be displaying signs or symptoms associated with the coronavirus, which are a fever and cough or a fever and breathing difficulties; and/or
- the travellers are coming to Canada for optional or discretionary reasons; and/or
- who, based on their purpose of travel and intended length of stay, are unable to comply with the 14 day mandatory quarantine period.

The TRC officer will notify the superintendent at the responding verification office that a passenger on the conveyance is subject to the prohibition of entry. The TRC will provide all conveyance and passenger details related to the passage to the superintendent.

If the verification office is unable to attend and meet the conveyance arriving from the U.S., unless alternate arrangements are made between the TRC and the verification office superintendents, the TRC BSO will transfer the conveyance operator to the verification officer for further processing and instruction.

Verification Offices:

100% referral for verification is required for all conveyances reporting through the TRC for the purpose of visually assessing the health of travellers and implementing PHAC enhanced screening procedures.

The conveyance is met

The superintendent will discuss the situation with BSOs attending arriving inbound conveyances and ensure that the BSOs have the appropriate personal protective equipment for their use when dealing with a potentially ill traveller.

In all cases of a referral (including immigration or customs), upon meeting the conveyance, verification BSOs will screen all travellers for signs of a communicable disease, pose the screening questions as outlined in 2020-HQ-AC-03-25-B, and make a referral to a QO by calling the PHAC Notification Line, if required. In addition, verification BSOs will ask all travellers to acknowledge that they are being asked to quarantine for 14 days upon entering Canada.

Foreign nationals arriving from the United States who do not meet exceptions under the PHAC OICs are to be advised that they are subject to prohibition of entry and not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order and the BSO will direct them back to the United States as per R41(d) of IRPR. Persons arriving from other countries (Denmark/Greenland, France/Saint-Pierre-et-Miquelon, etc.) are to be advised that they are subject to the prohibition and are



not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order and the BSO will offer the traveller the option to withdraw their application to come to Canada.

Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, officers will follow instructions in the operational bulletin [OBO-2020-021](#), "Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic".

Persons entering Canada by right and foreign nationals who meet the exceptions from prohibitions of entry will be instructed about the mandatory quarantine upon return home / arrival at destination in Canada and the verification BSO will collect traveller contact information as per the procedures found in [Annex to 2020-HQ-AC-03-25-B](#), "PHAC Contact Information Collection (Compliance and Monitoring)".

Note: Verification BSOs should bring with them a supply of PHAC mask kits (if available) and GREEN and RED PHAC handouts to provide to travellers when required.

The conveyance is not met

If the verification office is unable to attend and meet the conveyance arriving from the United States due to extenuating circumstance (e.g., geographical location), once the call is transferred to the verification office, the verification BSO, after suitable questioning and assessment, will instruct the operator/travellers that they are not permitted to enter Canada and will direct them back to the U.S. as per R41(d) of the IRPR. Foreign nationals arriving from countries other than the U.S. will be issued an allowed to leave. The verification BSO will **not** provide the report number to the conveyance operator and will instruct them to turn back and leave Canadian waters or soil (snowmobiles or vehicles) immediately. The verification BSO will make pertinent notes in the TRC System regarding the circumstances of the passage, document that the travellers were instructed to leave Canada (directed back or allowed to leave, depending on the country they arrived from), and complete the entry.

Should a traveller who is subject to the prohibition indicate to the TRC officer that they choose not to withdraw their application to enter Canada, the TRC officer will immediately notify the responsible verification office and the CBSA embed at MSOC of the situation.

Persons entering Canada by right and foreign nationals who meet the exceptions from prohibitions of entry will be instructed about the mandatory quarantine upon return home / arrival at destination in Canada and the verification BSO will collect traveller contact information as per the procedures found in [Annex to 2020-HQ-AC-03-25-B](#), "PHAC Contact Information Collection (Compliance and Monitoring)".

Verification notes in the TRCS

When conducting verifications of **all** passages, conveyances and travellers, the verification BSO **must** articulate in the notes section of the Passage Verification Notes in the Call Processing screen in the TRCS the following:

- the purpose of travel;
- the decision to direct back or to allow entry;
- the reason the traveller was refused entry or under what exemption the traveller was admitted;
- notes on the quarantine plan (if not exempt) or indicate the exemption from quarantine (if eligible).

Business flights

Important: It is especially vital that accurate and detailed notes on the verification officer's decision with respect to allowing or denying entry to Canada of flights carrying business visitors, including business executives, be added to the Passage Verification Notes in the TRCS.



For example, for a business visitor who indicates that they must participate in person in a signing of an important cross-border trade contract involving medical supplies, the notes would indicate the following:

- meeting to sign business documents in person;
- non-discretionary travel, entry allowed as essential to cross-border trade;
- mandatory quarantine;
- they have a quarantine plan.

Or, if the person has no quarantine plan:

- non-discretionary but unable to quarantine;
- no quarantine plan, entry denied, traveller directed back.

Notification to the CBSA MSOC intelligence officers:

Further to issuing a direct back to the vessel operator, the BSO will advise the respective CBSA MSOC embed by emailing one of the following CBSA intelligence officers (depending on the geographic location of the vessel's arrival):

- MSOC West: Robin.Whitney@cbsa-asfc.gc.ca
- Great Lakes MSOC: Leticia.Hoffer-Chapman@cbsa-asfc.gc.ca
- MSOC East and Arctic: Lisa.DelVillano@cbsa-asfc.gc.ca

Suspension of services at small AOE's and TRS/Ms:

On May 12, 2020, at 2359hrs, the CBSA has temporarily suspended service at a total of 342 telephone reporting sites for private pleasure craft (TRS/Ms) and 126 small airports, to assist in the reduction of discretionary general aviation and private boat arrivals in Canada. TRC and verification BSOs must familiarize themselves with the telephone reporting locations (both air and marine) in their regions that remain open to international traffic and those where the CBSA services are suspended.

It is important to remember that while the CBSA service is suspended at these locations, the sites retain their CBSA designation and can be accessed by BSOs for spot checks, blitzes and clearances, when necessary.

The CBSA remains committed to ensuring that Canadian citizens, permanent residents and Indigenous people continue to be able to move within and between their communities, and are able to provide and access essential goods and services. In some cases, foreign nationals may also arrive by general aviation flights and pleasure craft for non-optional / essential reasons.

In light of the suspension of services at many AOE's and TRS/Ms, these arrivals should be processed as follows:

- All general aviation flights providing advance notification to the TRC should be advised of the approved open AOE's where they can land and to adjust their flight plans accordingly. Should the flight make its first call to the TRC when it's already in the air and is unable to change its landing site, the verification office will attend the airport anyway to conduct screening and examination.
- Should any pleasure craft report from a TRS/M where the CBSA service is suspended, the TRC BSO will advise the boater that they arrived at a location where the CBSA is not currently providing clearances. If it is impossible, or unfeasible to re-direct the pleasure craft to a nearby open site, the TRC BSO will determine whether or not persons on board meet entry exceptions under the PHAC OICs, make a referral to secondary and advise the verification office of the



vessel's location and passage details. The verification office will attend the location and process the vessel as per the above procedures.

Note: Diversions should only be considered if an open TRS/M is located close-by and it is safe for the vessel to proceed to that location. Due to geographic variances and nuances, all decisions about diversions will be made, and communicated to the boater, by the verification office superintendent.

Pleasure craft meeting exceptions from presentation and reporting under the Customs Act:

Vessels arriving in Canadian waters which meet the presentation and reporting exceptions found in subsections 11(5) and 12(5) of the Customs Act, are not required to immediately after entering, present themselves to a screening officer at the nearest entry point as required by section 12 of the Quarantine Act. However, these travellers are still subject to travel restrictions and prohibitions outlined in the PHAC OICs.

The Royal Canadian Mounted Police (RCMP) will be patrolling the Canadian territorial and internal boundary waters with a focus on identifying vessels that may have crossed the border into Canada and might be in non-compliance with the entry restrictions. RCMP officers have been instructed to call the TRC to verify if a boater was issued a direction to leave Canadian waters and might consider laying charges if it is confirmed that boaters willfully disregarded the direction from the CBSA.

Note: Vessel passage and report information may be shared with the RCMP as RCMP officers are customs officers under the Customs Act and enforce it between ports of entry.

In the case of boaters who have not reported to the TRC because they meet the exceptions from presentation and reporting in the Customs Act, RCMP officers will require them to report [as per the residual authorities in ss. 11(5) and ss. 12(5)] and conduct screening under the Quarantine Act and the primary questioning as per standard procedures. RCMP officers will question the boater and persons on board as to the reason for their travel and pose the enhanced health screening questions. If any symptomatic travellers are on board who do not require an immediate medical assistance, and/or if it is determined that their traveller is not essential and travellers do not meet the exceptions from restrictions in the OIC, RCMP officers will contact the TRC and advise the BSO of the situation. The BSO, as per their authority under the IRPR, will instruct the boater and persons on board to leave Canadian waters immediately [direct back as per R41(d) or allowed to leave, whichever is applicable].

These passages will be entered into the TRCS and suitable notes entered on the passage and in the GCMS.

Canadian boaters entering US waters

PHAC has determined that Canadian boaters who simply transit or tour in US waters [in essence, when they meet the exceptions from presentation and reporting found in ss. 11(5) and 12(5) of the Customs Act] will not be required to quarantine when they re-enter Canada. However, at any point that an officer (RCMP/Shiprider on the water or a BSO at a marina) suspects that the returning Canadian boater might not have met conditions for the exceptions from presentation and reporting (e.g., officers saw the vessel land on the US shore, moor alongside another vessel in US waters, etc.), the officer may require that the travellers present and report, process the arrival and issue the direction to quarantine, as required.

Note: It is essential that BSOs read this shift briefing bulletin in conjunction with shift briefing bulletin 2020-HQ-AC-04-08, COVID-19 – Marine Mode Enhanced Border Measures, which contains more instructions pertinent to the marine mode.

Actions required by BSOs:

- BSOs working at the TRC and in verification offices (including marine, air and land ports of entry), which process general aviation flights, private boats and other conveyances reporting through the TRC, are required to understand and implement the above procedures as well as those contained in the associated shift briefing bulletins and operational bulletins.



- All symptomatic travellers are to be referred to a PHAC QO for an assessment.
- Foreign national travellers deemed to be travelling for non-discretionary reasons are to be advised that they are subject to the restriction of entry and not allowed into Canada in accordance with the Quarantine Act Section 58 Emergency Order.
- The BSO is to follow the process for discretionary or optional travel outlined above and direct the travellers back to the U.S. as per R41(d) of the IRPR or allow them to withdraw their application to enter Canada, whichever is applicable.
- Unless exempted, as described above, Canadian boaters returning to Canada will be instructed about the mandatory quarantine upon return home.
- The BSO will collect traveller contact information as per the procedures found in Annex to 2020-HQ-AC-03-25-B, "PHAC Contact Information Collection (Compliance and Monitoring)".

Actions required by TRC and verification offices superintendents:

- Superintendents must ensure that TRC and verification officers follow the above-outlined procedures.
- Superintendents will ensure that officers promptly record conveyance/traveller examination and enforcement notes, if any, and acquit all referrals in the TRCS.
- Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the ports of entry for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT.
- Verification office superintendents will report on data for conveyances met and cleared by verification offices, and the TRC superintendents will report on data for conveyances which were not met by the verification office, and which were cleared/processed by the TRC, if applicable.
- Consult shift briefing bulletin 2020-HQ-AC-02-08-B, "Reporting – COVID-19" for reporting instructions and more information.
- Ensure that all verification BSOs have access to the TRCS as per OBO-2019-003, Access to the Telephone Reporting Centre System by verification officers

Inquiries:

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Coronavirus Task Force generic inbox: CBSA.Corona Virus TF-GT_virus Corona.ASFC@cbsa-asfc.gc.ca.

Additional References:

Quarantine Standard Operating Procedures

Job aid: Role of the BSO (screening officer)

2019-HQ-AC-05-15, Changes to the Public Health Agency of Canada (PHAC)'s Quarantine Services: New PHAC Notification Procedures

MEDEVAC: <https://www.cbsa-asfc.gc.ca/publications/dm-md/d2/d2-5-12-eng.html>

Issued by:

Novel Coronavirus Task Force



Shift Briefing Bulletin

Title : Restricting entry of United States citizens and other foreign nationals into Canada from the U.S. (all modes)

Number : 2020-HQ-AC-03-26-B

Date of Issuance: March 26, 2020

Date Updated: October 19, 2020

Version Number: 10

Issued by: The Coronavirus Taskforce

Details

Order in Council

The Order in Council (colloquially referred to as OIC 27), entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States), has been made pursuant to section 58 of the Quarantine Act. OIC 27 has effect for the period beginning on October 7, 2020 (23:59:59) and ending on October 21, 2020 (23:59:59). The Order repeals and replaces the Order in Council P.C. 2020-0672 (OIC 24).

Application of the OIC

This shift briefing bulletin **only** applies to foreign nationals (including United States [U.S.] citizens) and must be read in conjunction with operational bulletin OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

The prohibitions on entry do not apply to the following travellers:

- a person registered as an Indian under the Indian Act;
- a person who, determined by the Chief Public Health Officer appointed under subsection 6(1) of the Public Health Agency of Canada Act, not to pose a risk of significant harm to public health;
- a protected person within the meaning of s.95(2) of the Immigration and Refugee Protection Act (IRPA);
- a person who enters Canadian waters, including the inland waters, or the airspace over Canada on board a conveyance while proceeding directly from one place outside Canada to another place outside Canada on board the conveyance, as long as the person was continuously on board that conveyance while in Canada and, in the case of a conveyance other than an aircraft, the person did not land in Canada and the conveyance did not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law and, in the case of an aircraft, the conveyance did not land while in Canada; or
- a person entering to make a refugee claim and will not be directed back under the operational bulletin – OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry or OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.

Scenarios

Scenario	Section
FN seeks entry into Canada and does not meet one of the special rules.	Refer to the section titled <u>General rules to be met for entry, Optional or Discretionary Purpose of Travel, and</u>



	<u>Unable to comply with quarantine requirement based on purpose and duration of travel</u>
FN immediate family member of a Canadian citizen or permanent resident seeks entry from the US.	Refer to the section titled <u>Special Rule for Entry – Immediate family members of a Canadian Citizen or Permanent Resident</u>
FN extended family member of a Canadian citizen or permanent resident	Refer to the section titled <u>Special Rule for Entry – Extended family members of a Canadian Citizen or Permanent Resident</u> and the section titled <u>Cases with Pre-Border Assessment and Adjudication</u>
FN seeks to enter Canada for compassionate reasons.	Refer to the section titled <u>Special Rule for Entry – Entry for Compassionate Reasons</u> and the section titled <u>Cases with Pre-Border Assessment and Adjudication</u>
FN seeks to enter Canada as an international student.	Refer to the section titled <u>Special Rule for Entry – International Students</u>
FN is asymptomatic and meets one of the rules for entry (general or special).	Refer to the section titled <u>Asymptomatic Foreign nationals who arrive at the POE and are eligible to enter under the OIC</u>
FN is asymptomatic and does NOT meet one of the rules for entry (general or special).	Refer to the section titled <u>Foreign nationals who arrive at the POE and are not eligible to enter under the OIC Asymptomatic</u>
FN seeking entry is symptomatic.	Refer to the section titled <u>Symptomatic</u>
FN makes a claim for refugee protection.	Refer to the section titled <u>Claims for Refugee Protection</u>
BSO has questions or requires support during a live case.	Refer to the section titled <u>Inquiries</u>

Requirements for Entry

General rules to be met for entry (subject to special rules for specific classes explained below):

- they must be asymptomatic; and
- their entry must not be for a purpose that is optional or discretionary; and
- they must be able to comply with the requirement to quarantine based on their purpose of travel and intended length of stay if required to do so.

Important: The general rules for entry are only applicable if the foreign national does not meet one of the specific classes of persons listed below.

Special Rule for Entry – Immediate family members of a Canadian Citizen or Permanent Resident

- must be asymptomatic; and
- must demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.

Or

- must meet the General rules for entry

Definition

“Immediate family member” refers to:

- the spouse or common-law partner of the person;
- a dependent child of the person or of the person’s spouse or common-law partner;



- a dependent child of a dependent child referred to in paragraph (b);
- the parent or step-parent of the person or of the person's spouse or common-law partner; or
- the guardian or tutor of the person.

Details

In accordance with subsection 3(2) of OIC 27 immediate family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:

- the foreign national intends to enter to be with their immediate family member who is a Canadian citizen or a permanent resident; and
- can demonstrate the intent to stay in Canada for a period of at least 15 days.

The purpose of travel for immediate family members of Canadian citizens and permanent residents of Canada is irrelevant as long they are entering to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days.

When processing a foreign national immediate family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria in ss. 3(2) of the OIC set out above, or is not able to demonstrate it, the BSO is to consider the purpose of travel and all relevant information. In other words, entry may still be permitted if they can establish the purpose for entry is not optional or discretionary.

Special Rule for Entry – Extended family members of a Canadian Citizen or Permanent Resident

- *must be asymptomatic; and*
- *must demonstrate that the purpose of their travel is to be with their extended family member and that they intend to stay in Canada for a period of at least 15 days; and*
- *must have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident; and*
- *must have an authorization letter issued by IRCC to enter Canada.*

Or

- *must be asymptomatic; and*
- *must be entering for a purpose that is not optional or not discretionary;*
- *must have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident; and*
- *must have an authorization letter issued by IRCC to enter Canada.*

Definition

"Extended family member" refers to:

- an individual who is in an exclusive dating relationship with the person, has been in such a relationship for at least one year and has spent time in the physical presence of the person during the course of the relationship;
- a dependent child of the person referred to in paragraph (a);
- a child of the person or of the person's spouse, common-law partner or the person referred to in paragraph (a) other than a dependent child;
- a dependent child of a child referred to in paragraph (c);
- a sibling, half-sibling or step-sibling of the person or of the person's spouse or common-law partner; or
- a grandparent of the person or of the person's spouse or common-law partner.

Details



In accordance with subsection 3(3) of OIC 27 extended family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:

- the foreign national intends to enter to be with their extended family member who is a Canadian citizen or a permanent resident; and
- can demonstrate the intent to stay in Canada for a period of at least 15 days; and
- they have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident; and
- they have an authorization letter issued by IRCC to enter Canada.

In cases where the extended family member meets the above mentioned criteria, their purpose of travel is irrelevant.

When processing a foreign national who is an extended family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria set out above, or is not able to demonstrate it, the BSO is to consider the extended family member's purpose of travel. That said, they must still have an authorization letter issued by IRCC for the stated purpose, and must have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident.

If they have an authorization letter to travel from IRCC specific for extended family members, the purpose of travel will likely be non-discretionary given IRCC has assessed the case prior to issuing the authorization.

In either case, the BSO must confirm that the traveller has the appropriate travel authorization and confirm the notes on the foreign national's file in GCMS. BSOs must confirm the foreign national's purpose of travel is consistent with the IRCC-issued authorization, and that they meet the rules for entry in full.

Note: BSOs do not have the authority to authorize entry to a traveller who is not in possession of the required documentation from IRCC under the Extended Family Definition

Important: Consult the section titled Cases with Pre-Border Assessment and Adjudication for guidance on processing these travellers at the POE.

Note: Where the foreign national seeks to enter for a purpose that is not optional or discretionary and which is not connected to their status as an extended family member, these requirements for a statutory declaration and authorization letter issued by IRCC do not apply.

Special Rule for Entry – Entry for Compassionate Reasons

- must be asymptomatic; and
- must have an authorization letter issued by PHAC for entry on compassionate grounds.

Details

As determined by the Minister of Health, an asymptomatic foreign national who intends to enter Canada for one of the following reasons, is eligible to be admitted under the OIC with the appropriate authorization issued by PHAC.

Travellers may apply to PHAC on compassionate grounds for those needing to:

- a) Be present during the final moments of life for a loved one or to provide support or care to someone who is critically ill as determined by a licensed health care professional;
- b) Provide care for a person who has a medical reason as to why they require support as determined by a licensed health care professional; or
- c) Attend a funeral or end of life ceremony



Note: The person generally must be residing in Canada and must be a Canadian citizen, permanent resident, temporary resident, protected person, or a person registered as an Indian under the *Indian Act* who is residing in Canada.

Important: All foreign nationals seeking entry for compassionate reasons outlined above must be in possession of a travel authorization letter issued by PHAC.

Note: BSOs do not have the authority to authorize entry to a traveller who is not in possession of the required documentation from PHAC under the Compassionate Grounds provision.

Important: Consult the section titled Cases with Pre-Border Assessment and Adjudication for guidance on processing these travellers at the POE.

Special Rule for Entry – International Students – IN FORCE 23:59:59 EDT on October 20, 2020

- Must be attending an institution* that appears on the IRCC website and which the province has determined to have appropriate measures in place to ensure that students who attend the institution can meet their quarantine obligation;
- Must be entering for a non-discretionary/ non-optional purpose; and
- Must be able to comply with the requirement to quarantine for 14 days before beginning in-person classes; and
- Must
 - hold a valid study permit as defined in section 2 of the *IRPR*; or
 - be eligible to apply for a study permit when entering Canada under section 214 of the *IRPR*; or
 - have received a written notice of an approved study permit under the IRPA but who has not yet been issued the permit.

Note: A listed institution in this context is different than a Designated Learning Institution for the purposes of IRPA. In order for an institution to appear on the list, the province or territory (P/T) has determined that they have appropriate measures in place to ensure that students can meet their quarantine obligation. IRCC maintains and updates the list with input from the P/Ts. Consult Annex D to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B - Designated learning institutions reopening to international students.

Institution validation

When processing an international student, the BSO will validate that the learning institution to which the student is destined appears on the approved list. If the international student's learning institution is on the approved list they will be processed and so long as everything is in order they will be admitted. If the student's institution is not on the list they are prohibited from entering. Consult Annex D to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B - Designated learning institutions reopening to international students.

Non-Discretionary/Non-Optional Travel

International students travel is to be considered non-discretionary if:

- they have the appropriate documents to enter Canada;
- the institution in which they will attend is on the list of institution accepting in-person international students; and
- they meet the conditions of their study permit.

Only in limited circumstances where it is evident the FN is coming for a discretionary purpose such as tourism, recreation, etc., or where the foreign nationals program has been cancelled will they be prohibited.

Important: An international student no longer needs to demonstrate they are required to attend in-person classes for their purpose of travel to be considered non-discretionary.



Prohibition of Entry

A foreign national seeking entry as an international student is prohibited from entering Canada if their purpose of travel is discretionary/optional, and/or if their institution does not appear on the list of institutions published by IRCC and which the province has determined to have appropriate measures in place to ensure that students who attend the institution can meet their quarantine obligations.

Purpose of Travel

Optional or Discretionary Purpose of Travel

A foreign national is prohibited from entering Canada if the purpose of their trip is optional or discretionary, such as tourism, recreation or entertainment unless they:

- are an immediate family member of a Canadian citizen or permanent resident and enters Canada with the intention to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days;
- are an extended family member of a Canadian citizen or permanent resident and enters Canada with the intention to be with their extended family member and can demonstrate the intent to stay in Canada for a period of at least 15 days, has a statutory declaration, and authorization to enter issued by IRCC; or
- have an authorization letter issued by PHAC for entry on compassionate grounds.

Note: When considering the application for entry by foreign nationals who meet all IRPA and OIC requirements, officers must not seek to apply a test of the “essential” nature of their work to Canada. For example, a foreign national who holds a valid work permit, and whose place of employment in Canada is open for business, does not have to prove that their work is an essential service. Border services officers (BSOs) must be careful not to introduce an additional layer to the standard for entry which is not specified in the OIC / SBB.

Important: When considering the entry of a foreign national business executive consult the relevant Annexes for guidance on assessing their eligibility for entry under the OICs as well as their requirement to quarantine.

Consult [Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Entry Restrictions and Exemptions - Non-Optional/Non-Discretionary Travel and Discretionary/Optional Travel\)](#) and [Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine\)](#) for more information.

Quarantine Requirements

Unable to comply with quarantine requirement based on purpose and duration of travel

A foreign national is prohibited from entering Canada from the U.S. if, based on the purpose of entry and intended length of their stay, they will not be able to comply with the requirement to quarantine.

This applies to foreign nationals who are coming to Canada for non-discretionary travel and whose stated purpose or duration for travel would mean they are unable to comply with the requirement to quarantine for the 14 day period pursuant to any order made under section 58 of the *Quarantine Act*.

If a foreign national meets all criteria to enter, and is able to comply with the mandatory quarantine requirement, but does not have a suitable quarantine accommodation, they are to be referred to the Public Health Agency of Canada (PHAC) in accordance with existing protocols outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).



Note: In accordance with section 8 of OIC 29, a traveller does not need to remain in Canada to fulfill the 14 day quarantine requirement: a traveller can exit Canada before the 14 days ends. Consequently, travellers who seek entry to Canada en route to another U.S. destination will not have to complete 14 days of quarantine.

Pre-Border Assessment

Cases with Pre-Border Assessment and Adjudication

When processing foreign nationals with IRCC issued extended family travel authorizations or PHAC issued compassionate travel authorizations at the POE, the BSO should start from the position that they are eligible to enter under the OIC.

The BSO must confirm the traveller has the relevant travel authorization issued by IRCC or PHAC and query GCMS to confirm the foreign national is in fact the subject of a PHAC or IRCC authorization.

Note: The GCMS notation will appear as a note under the travellers UCI. The authorization letter will not be uploaded to GCMS.

BSOs must also confirm the foreign national's purpose of travel is consistent with the PHAC or IRCC issued authorization.

Given these cases are assessed prior to arrival, the foreign nationals generally should be allowed entry unless the traveller does not meet the rules for entry (e.g. symptomatic), where the purpose of travel is no longer consistent with the purpose of travel indicated on the IRCC or PHAC issued travel authorization.

Once the BSO has confirmed the traveller meets the general rules for entry in full, the traveller should be admitted into Canada absent of any other IRPA admissibility concerns.

Actions required by BSOs

Asymptomatic Foreign nationals who arrive at the POE and are eligible to enter under the OIC	<p>These travellers are to be authorized entry into Canada as long as no other IRPA concerns exist.</p> <p>Follow all procedures outlined in shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).</p> <p>Note: If a foreign national arrives at a POE from the U.S., and their purpose in Canada is considered non-discretionary, they should be allowed to apply for a work permit at the POE if required and permitted to do so under section 198 of the Immigration and Refugee Protection Regulations (IRPR).</p>
Foreign nationals who arrive at the POE and are not eligible to enter under the OIC	
Asymptomatic	<p>Foreign nationals who are prohibited from entering under the OIC are to be advised that they are subject to the prohibition on entry and not allowed into Canada in accordance with OIC 27 and are to be directed back to the U.S. as per R41(d) of the Immigration and Refugee Protection Regulations (IRPR). For more information please consult OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.</p>
Symptomatic	<p>A foreign national is prohibited from entering Canada from the U.S. if they have reasonable grounds to suspect they have COVID-19, if they know they have COVID-19, or if they have signs and symptoms of COVID-19, including:</p> <ul style="list-style-type: none">a) a fever and cough; orb) a fever and breathing difficulties.



Foreign nationals who have a combination of either a fever and cough; or a fever and breathing difficulties will be advised that they are subject to the prohibition on entry in accordance with OIC 27. These foreign nationals will be directed back to the U.S.

BSOs are to determine if the traveller requires immediate medical attention. A foreign national who does not require immediate medical attention but is symptomatic, is to be processed in accordance with existing enhanced screening measure procedures as per the shift briefing bulletin 2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes)).

If the traveller requires immediate medical attention, the local emergency medical service is to be called. The BSO will defer the examination in accordance with section 23 of the IRPA until such time as the person is cleared by the PHAC quarantine officer (QO) or released from medical care. Entry pursuant to A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete examination once any period of self-isolation or treatment is complete. Once the foreign national becomes asymptomatic or no longer requires immediate medical care, the examination can resume and the office will determine admissibility based on existing processes.

For more information please consult OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.

Public Conveyance

The BSO is to refer the traveller to a QO for further questioning. BSOs will follow standard procedures for contacting a PHAC QO through the PHAC Central Notification Service if no QO is on site. BSOs are to follow the directions of the PHAC QO once the QO completes a health assessment.

PHAC QO Orders Symptomatic Traveller to Isolate

If the QO orders the foreign national to isolate, the BSO will defer the examination in accordance with section 23 of the IRPA for the duration of the isolation period and until such time as the person is cleared by the PHAC QO. During this time, priority shall be given to public health and officer safety considerations, and steps to determine inadmissibility that would require interaction with the foreign national should be likewise deferred. A23 will include mandatory conditions (R43) and should include conditions requiring the foreign national to comply with any applicable Quarantine Act measures under the new regulatory power R43(1)(e) and direct that they return to complete their examination once any period of isolation or treatment is complete. Once the foreign national becomes asymptomatic, the examination can resume and the office will determine admissibility based on existing processes: e.g., if they fall under one of the exemptions, they may be admitted if not, the officer will advise the foreign national that they cannot enter Canada due to the prohibition order and allow them the opportunity to withdraw the application to enter Canada. Please note that once A23 option has been used, the foreign national can no longer be given a Direct Back.

For more information please consult OBO-2020-021, Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic.



	<p><u>PHAC QO Determines Traveller is not a Case of Concern During Processing at POE</u></p> <p>If the PHAC QO clears the traveller at the POE and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:</p> <ul style="list-style-type: none">• Foreign nationals whose entry is not prohibited under the Quarantine Act emergency order can be allowed to enter Canada, absent other admissibility concerns. BSOs are to follow the process outlined in the shift briefing bulletin <u>2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes))</u> and follow the direction of the PHAC QO.• Foreign nationals whose entry is prohibited under OIC 27 will be subject to a Direct Back to the U.S. <p>PHAC will provide support and guidance where required. BSOs will seek guidance from their superintendent as needed.</p>
Claims for Refugee Protection	<p><u>Claim for refugee protection at airports, marine ports and between ports of entry: Consult OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry.</u></p> <p><u>Claim for refugee protection at land ports of entry: Consult OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.</u></p>
BSOs working at the Telephone Reporting Center and BSOs and superintendents working at verification offices	<p>Consult shift briefing bulletin <u>2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices.</u></p>

Actions required by superintendents

Oversight

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Reporting

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the POEs for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: 2020-HQ-AC-02-08-B Reporting – COVID-19 for reporting instructions and more information.

Inquiries

Non-Urgent

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox:

CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca



Urgent – Live Case

During regular business hours, please send all COVID-19 related questions to your regional Task Force or Regional Programs area, as determined by your region. Outside of the Regional Task Force's availability, Superintendents and Chiefs can continue to contact the Travellers Branch directly.

- By telephone: 343-571-4455
- By e-mail: OPS_TRAVELLERS-VOYAGEURS@cbsa-asfc.gc.ca

References

Annexes

- [Annex A: Entry Restrictions and Exemptions - Non-Discretionary Travel and Discretionary/Optional Travel](#)
- [Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation](#)
- [Annex D: Designated learning institutions reopening to international students \(Coronavirus disease \(COVID-19\): Designated learning institutions reopening to international students\)](#)

Shift Briefing Bulletins

- [2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States](#)
- [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#)
- [2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection \(Compliance and Monitoring](#)
- [2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#)
- [2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#)
- [2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus \(2019-nCoV\)](#)
- [2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada \(PHAC\)'s Quarantine Services: New PHAC Notification Procedures](#)

Operational Bulletins

- [Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#)
- [OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry](#)
- [OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.](#)

Reference Documents

- [Immediate Family Members \(IFM\) \[PDF, 424 KB\]](#)
- [Quarantine Standard Operating Procedures](#)
- [Job aid: Role of the BSO \(screening officer\)](#)



Annex D to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B

Title : Designated learning institutions reopening to international students

Associated SBB(s): 2020-HQ-03-26 and 2020-HQ-AC-03-26-B

Date of Issuance: October 19, 2020

Date Updated: N/A

Version Number: 1

Issued by: The Coronavirus Taskforce

Summary:

- **Alberta:** 39 post-secondary schools (of 107 DLIs). No primary or secondary schools (K-12) institutions.
- **British Columbia:** 39 post-secondary schools. Blanket approval for all primary and secondary schools (K-12).
- **Manitoba:** 10 post-secondary schools. Blanket approval for all primary and secondary schools (K-12).
- **New Brunswick:** 13 post-secondary schools. Blanket approval for all primary and secondary schools (K-12).
- **Newfoundland and Labrador:** 3 post-secondary schools. No primary or secondary schools (K-12) institutions.
- **Northwest Territories:** No schools listed at this time.
- **Nova Scotia:** No schools listed at this time.
- **Nunavut:** No schools listed at this time.
- **Ontario:** 14 post-secondary schools (of 323 DLIs). No K-12 information received
- **Prince Edward Island:** 5 post-secondary schools. Blanket approval for all primary and secondary schools (K-12).
- **Quebec:** No schools listed at this time.
- **Saskatchewan:** 7 post-secondary schools. No primary or secondary schools (K-12) institutions.
- **Yukon:** 1 post-secondary school. No primary or secondary schools (K-12) institutions.

Alberta

K-12

- No primary or secondary schools (K-12) institutions.

Post-Secondary

- University of Calgary
- Grande Prairie Regional College
- University of Alberta
- University of Lethbridge
- MacEwan University
- Bow Valley College
- Red Deer College
- NorQuest College
- Keyano College
- Medicine Hat College
- Alberta University of the Arts
- Olds College
- Northern Alberta Institute of Technology
- Mount Royal University
- Lakeland College



- Southern Alberta Institute of Technology
- St. Mary's University
- Burman University
- Lethbridge College
- Concordia University of Edmonton
- Northern Lakes College
- Ambrose University
- The King's University
- Timberline Canadian Alpine Academy
- Anne's Language House
- Columbia College
- Canadian Imperial College
- Montair Aviation
- The Esthetic Institute Training Center
- Maple Leaf Academy
- MCG Career College
- Centennial Flight Centre, Inc.
- Canadian Southern Baptist Seminary and College
- Canadian Health and Business College
- Cypress College Inc.
- Canadian Institute of Traditional Chinese Medicine Corp.
- Stafford House Calgary
- Prairie Bible Institute
- St. Stephen's College (U of Alberta Campus)

British Columbia

K-12

- Blanket approval for all primary and secondary schools (K-12).

Post-Secondary

- British Columbia Institute of Technology
- Camosun College
- Capilano University
- Coast Mountain College
- College of New Caledonia
- College of the Rockies
- Douglas College
- Emily Carr University of Art and Design
- Justice Institute of British Columbia
- Kwantlen Polytechnic University
- Langara College
- North Island College
- Northern Lights College
- Okanagan College
- Royal Roads University
- Selkirk College
- Simon Fraser University
- Thompson Rivers University
- University of British Columbia
- University of Northern British Columbia



- University of the Fraser Valley
- University of Victoria
- Vancouver Community College
- Vancouver Island University
- LaSalle College Vancouver
- Trinity Western University
- University Canada West
- Centre for Arts and Technology
- OIEG Oxford International Education Group/Eurocentres Canada
- Tamwood Careers
- Tamwood Language Centres
- Yorkville University
- EF International Language Campus
- Coquitlam College
- Camber College
- ISS Language and Career College of BC
- ILSC Vancouver
- VGC International College
- Greystone College of Business and Technology

Manitoba

K-12

- Blanket approval for all primary and secondary schools (K-12).

Post-Secondary

- Assiniboine Community College
- Booth University College
- Brandon University
- Heartland International English School
- International College of Manitoba
- Manitoba Institute of Trades and Technology
- Red River College (Red River College of Applied Arts, Science and Technology)
- Robertson College (Accounting and Payroll Administrator, Logistics and Supply Chain Management, Massage Therapy, Medical Laboratory Assistant, Pharmacy Technician)
- University of Manitoba
- University of Winnipeg

New Brunswick

K-12

- Blanket approval for all primary and secondary schools (K-12).

Post-Secondary

- Mount Allison University
- St. Thomas University
- Université de Moncton
- University of New Brunswick
- ABC College
- Chaleur College
- Crandall University



- Collège communautaire du Nouveau-Brunswick (CCNB)
- Eastern College
- Kingswood
- Moncton Flight College
- New Brunswick Bible Institute
- New Brunswick Community College (NBCC)

Newfoundland and Labrador

K-12

- No primary or secondary schools (K-12) institutions.

Post-Secondary

- College of the North Atlantic
- Memorial University of Newfoundland
- Western Regional School of Nursing

Northwest Territories

No schools listed at this time.

Nova Scotia

No schools listed at this time.

Nunavut

No schools listed at this time.

Ontario

K-12

- No primary or secondary schools (K-12) institutions.

Post-Secondary

- Algoma University
- Carleton University
- Queen's University (Kingston)
- University of Toronto
- York University
- Loyalist College of Applied Arts and Technology
- Trent University
- Brock University
- Centennial College
- Durham College
- Seneca College
- University of Ottawa
- Tamwood International College
- Toronto Airways Inc.



Prince Edward Island

K-12

- Blanket approval for all primary and secondary schools (K-12).

Post-Secondary

- University of Prince Edward Island
- Holland College
- Collège de l'Île
- Study Abroad Canada Language Institute
- Moonlight International Academy

Quebec

No schools listed at this time.

Saskatchewan

K-12

- No primary or secondary schools (K-12) institutions.

Post-Secondary

- Cumberland College
- Great Plains College
- North West College
- Parkland Regional College
- Saskatchewan Polytechnic
- University of Regina including Campion College First Nations University of Canada and Luther College
- University of Saskatchewan including St Thomas More College

Yukon

K-12

- No primary or secondary schools (K-12) institutions.

Post-Secondary

- Yukon University



Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B

Title : Entry Restrictions and Exemptions - Non-Discretionary Travel and Discretionary/Optional Travel

Associated SBB(s): 2020-HQ-03-26 and 2020-HQ-AC-03-26-B

Date of Issuance: April 10, 2020

Date Updated: October 19, 2020

Version Number: 5

Issued by: The Coronavirus Taskforce

Scenarios

Scenario	Section
BSO assessing a FNs purpose of travel.	Refer to the section titled <u>Purpose of Travel (If relevant)</u>
FN seeks to enter Canada to work.	Refer to the section titled <u>Seeking Entry to Work</u>
FN seeks to enter Canada as a business executive.	Refer to the section titled <u>Seeking Entry as a Business Executive</u>
FN seeking immigration service at CBSA POE after being refused entry into the US.	Refer to the section titled <u>Foreign Nationals Seeking Immigration Services at a Port of Entry</u>
FN seeks to enter Canada as a cross-border student.	Refer to the section titled <u>Cross-border Foreign National Students</u>
FN seeks to enter Canada as an international student.	Refer to the section titled <u>International Students</u>
FN seeks to establish themselves in Canada with an FN immediate family member who holds a status document, or approval for such document (e.g. work permit, study permit)	Refer to the section titled <u>FN seeking to establish themselves in Canada with an FN immediate family member who holds a status document, or approval for such document</u>
BSO has questions or requires support during a live case.	Refer to the section titled <u>Inquiries</u>

Guiding Principles

Guiding Principles for border services officers (BSOs) and liaison officers (LO) to determine a traveller's eligibility to enter Canada in light of COVID-19 entry restrictions:

1. Protecting public health by helping to limit the spread and impact of COVID-19;
2. A traveller's ties and travel pattern to Canada are a useful gauge of the nature of their current travel;
3. BSOs should consider all relevant facts, information and recommendations, including those made by the International Network, Head Quarters and Regional support teams, IRCC officers and a traveller's reason for coming to Canada in each case and make the decision.

Purpose of Travel (If relevant)

Entry for Discretionary / optional purpose includes, but is not limited to:

- Tourism/sightseeing;
- Recreation;
- Entertainment;
- Social visits to friends and relatives who are not immediate family members;
- Short term social visits to immediate family members;
- Religious functions; and/or
- Shopping for non-essential goods.



Entry for a purpose that is not discretionary / not optional includes, but is not limited to:

- economic services and supply chains;
- critical infrastructure support;
- transiting through Canada for non-discretionary purposes (e.g. returning to their habitual residence; transiting through Canada to relocate for employment purposes);
- cross-border employment;
- tending to family matters for essential purposes (e.g., bringing supplies to elderly parents or tending to sick family members);
- to ensure/support an individual's physical or mental health, safety or security (birth of one's own child (including surrogate parents), high-risk pregnancy, imminent care/ health support etc.);
- shopping for essential goods such as medication or basic needs; and/or
- any other activities which are deemed not optional or discretionary by the Government of Canada or based on the officer's assessment.

The objective of the Government of Canada is to allow entry to all asymptomatic foreign nationals whose travel is essential to commerce, trade, economic services and supply chains (unless otherwise inadmissible under the Immigration and Refugee Protection Act [IRPA]).

Scenarios have been developed for reference and can be found in the document titled: *Determining whether entry will be for a discretionary/optional purpose and whether individual is exempt from mandatory quarantine.*

Important: While a traveller's purpose of travel is non-discretionary, it does not automatically exempt them from the 14 day mandatory quarantine order.

Seeking Entry to Work

This guidance only applies to asymptomatic travellers.

IRPA requirements for work have not changed in light of the Emergency Orders. The traveller must be admissible under IRPA in addition to not being prohibited from entering under the Orders in Council. Please note that it is not necessary for travellers to be remunerated for their work in order for it to be considered work under IRPA and the OICs. (R2)

Travel to Canada for the purpose of work is generally considered non-discretionary travel.

However, purpose of travel should still be assessed for types of work without a permit to determine if their presence in Canada is required:

- entering Canada for meetings, including business executives
- travel to participate in training, tryouts, competition or other activities related to junior league or amateur sports is considered discretionary and will not be facilitated

Travellers who are eligible to apply for their WP at the POE per R198 may still do so as long as they meet the rules for entry listed in the SBBs.

FNs arriving to Canada from the U.S.

- who are returning to their place of residence in Canada and are in possession of a valid work permit are considered to be travelling for a non-optional or non-discretionary purpose
- who are coming to Canada for the first time with a work permit approval letter/introduction letter, or appropriate documents such as an LMIA, or LMIA exemption letter, and an offer of employment in a business that is operating, are considered to be travelling for a non-optional



or non-discretionary purpose. If a business is not operating, BSOs will proceed as with any other traveller coming to Canada for a discretionary purpose

- who are coming to Canada for work and are eligible to apply for the work permit at the Port of Entry (POE) and have an offer of employment in a business that is operating or who are work permit exempt under section 186 of the *Immigration and Refugee Protection Regulations*, are considered to be travelling for a non-optional or non-discretionary purpose. If the business is not operating, BSOs will proceed as with any other traveller who is coming to Canada for a discretionary purpose. If IRPA requirements are met, the CBSA should issue this permit at the POE.

FNs arriving to Canada from any country other than the U.S. :

- who are returning to their place of residence in Canada and are in possession of a valid work permit are considered to be travelling for a non-optional or non-discretionary purpose
- who are coming to Canada for the first time with a work permit approval letter/introduction letter and an offer of employment in a business that is operating, are considered to be travelling for a non-optional or non-discretionary purpose
- who are work permit exempt under R186 and are not listed in the 25 classes of persons under 3(1)(a-x), will not be permitted to travel to Canada

Seeking Entry as a Business Executive

Purpose of Travel

For a business executive's entry to be considered non-discretionary, a strong case would need to be made as to why the entry to Canada is required and why it must be done in person. Simply stating that they are the CEO or that they need to be in Canada is not sufficient for the travel to be considered non-discretionary.

Coming to participate in a meeting, site visit, ribbon cutting, etc. is generally a discretionary purpose

The baseline when assessing a business executive's purpose of entry is that it is discretionary or optional unless there is substantial documentation and evidence to indicate they must be physically present in Canada, and there are no other reasonable options (e.g. virtual meeting/negotiation, Canadian based executive attending on their behalf, etc.).

Quarantine Requirement

BSOs are to start from the position that the traveller is required to quarantine, unless satisfied they explicitly meet an existing quarantine exemption.

Business executives, unless they explicitly meet another exemption under section 6 of the OIC (e.g., national interest exemption letter (NIEL), Chief Public Health Officer group designation, etc.) would be required to quarantine.

Important: In most circumstances, unless the traveller is in possession of a NIEL from quarantine, they are required to quarantine as the other exemptions are generally not relevant or would not sufficiently cover them due to the position they hold.

Business executives seeking entry from the US who do not meet an exemption from the requirement to quarantine would generally be prohibited from entering Canada if the purpose for which they seek to enter and intended length of stay is inconsistent with all quarantine obligations.

Specifically, subsection 4(1) of the US Order which states:

"A foreign national is prohibited from entering Canada from the United States if, based on the purpose of entry and the length of their stay, the applicable requirement to quarantine under



any order made under section 58 of the *Quarantine Act* with respect to mandatory isolation or quarantine cannot be complied with.”

Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation), No. 6 requires all persons entering Canada to quarantine for 14 days upon arrival, unless otherwise exempt.

Important: The requirement to quarantine or not is explicitly stated within the Order, and BSOs do not have a residual or implicit discretion to exempt travellers based on an assumed level of risk of the traveller, or based on the non-discretionary or their own views as to the essential nature of their travel. This means that travellers arriving from the US will be refused entry to Canada if the purpose for which they seek to enter is inconsistent with the obligation to quarantine, **even if the purpose of their travel is non-discretionary.**

Important: When processing a business executive, if a BSO has any doubt related to the purpose of entry or the requirement to quarantine, they are to contact the 24/7 Travellers Branch Support Team.

Foreign Nationals Seeking Immigration Services at a Port of Entry

IRCC has implemented robust public policy to allow clients to extend or change their status from within Canada (see [OBO-2020-060](#)). Although travellers are discouraged from travelling solely for the purpose of seeking immigration services, the CBSA does not have the legal authority to deny the processing of applications submitted at POE if the traveller is eligible to apply on entry. The expectation is that these applications are completed in full, including the collection of biometrics, if necessary.

Pursuant to subsection 3(1)(a) of Order in Council 29, entitled *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation)*, “any person who enters Canada and who does not have signs and symptoms of COVID-19 must quarantine themselves without delay in accordance with instructions provided by a screening officer or a quarantine officer and remain in quarantine until the expiry of the 14-day period that begins on the day on which the person enters Canada...”.

The requirement to quarantine pursuant to paragraph 3(1)(a) is not applicable to limited classes of persons who are exempt by virtue of explicitly meeting one of the exemptions in section 6 of the OIC, or, persons who have been determined as not posing a risk of significant harm to public health by the Chief Public Health Officer (CPHO) pursuant to paragraph 7(2)(c) of the OIC.

At this time, travellers who are denied entry into the United States, including those who are considered to be flagpoling do not qualify for an existing exemption under section 6 of the OIC and have not been determined by the CPHO as a person or class of persons that do not pose a risk of significant harm to public health.

All travellers who are denied entry into the United States, including those who flagpole, are to be instructed to quarantine for 14 days.

These travellers are to be processed as non-exempt travellers as outlined in [SBB 2020-HQ-AC-03-25-B](#); more specifically the section titled “*“No” to PHAC Screening Question (symptoms-based) – Not subject to quarantine exemption*”.

When assessing a traveller's requirement to quarantine, BSOs are to start from the position that all travellers are required to quarantine unless they can demonstrate at time of processing that they explicitly meet one of the quarantine exemptions outlined in section 6 of the OIC, or have documentation from the CPHO that they, or the class of persons they fall into, have been determined as not posing a significant risk of harm to public health.



Cross-border Foreign National Students

As cross-border students are not exempt from mandatory quarantine, foreign national students that reside in the U.S. who seek to cross the border on a daily basis to attend school will not be admitted to Canada, as their purpose for entry is inconsistent with their obligation to quarantine. Canadian citizen students who reside in the US and seek to enter daily for school enter by right but must quarantine for 14 days before attending classes.

Note: IRPA requirements for study have not changed in light of the Emergency Orders. The traveller must be admissible under IRPA in addition to not being prohibited from entering under the Orders in Council.

International Students (Students who come to Canada to study for an extended period (i.e. University, etc.)) - Effective as of 23:59:59 EDT October 20, 2020

In order for an international student to be admitted they must be asymptomatic.

IRPA requirements for study have not changed in light of the Emergency Orders. The traveller must be admissible under IRPA in addition to not being prohibited from entering under the Orders in Council.

Prohibition

A foreign national seeking entry as an international student is prohibited from entering Canada if their purpose of travel is discretionary/optional, and/or if their institution does not appear on the list of institutions published by IRCC (as of 23:59:59 EDT on October 20, 2020) and which the province has determined to have appropriate measures in place to ensure that students who attend the institution can meet their quarantine obligations.

Purpose of Travel

International students travel is to be considered non-discretionary if:

- they have the appropriate documents to enter Canada;
- the institution in which they will attend is on the list of institution accepting in-person international students; and
- they meet the conditions of their study permit.

Only in limited circumstances where it is evident the FN is coming for a discretionary purpose such as tourism, recreation, etc., or where the foreign nationals program has been cancelled will they be prohibited.

Important: An international student no longer needs to demonstrate that they are required to attend in-person classes for their purpose of travel to be considered non-discretionary.

Institution validation

BSOs will validate that the learning institution to which the student is destined appears on the approved list. If the international student's learning institution is on the approved list they will be processed and so long as everything is in order they will be admitted. If the student's institution is not on the list they are prohibited from entering. Consult Annex D to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B - Designated learning institutions reopening to international students.

Students who apply for a Study permit at the POE

Students who are eligible to apply for their permit at the POE per R214 and meet the criteria above, may apply for a study permit at the POE. All normal conditions, as well as the new conditions under R183(d), must be provided to the student. R186(v) may be added to the study permit, if applicable.



You may refer to the GCMS wiki on [Study permits](#) for instructions.

FN seeking to establish themselves in Canada with an FN immediate family member who holds a status document, or approval for such document (Work Permit, Study Permit)

As indicated in Annex B, this travel will usually be considered non-discretionary if seeking to establish themselves or family in Canada for an extended period.

If the FN arrives from a country other than the United States, they must meet one of the exemptions listed in the OIC in place. In the most common cases, they will be in possession of a Family Reunification Letter (exemption 3(1)(b)), but they could be exempt by any other exemption.

Once determined that the FN meets the general rules for entry listed above, the BSO needs to determine the admissibility under IPRA. If the FN is eligible for an Open Work Permit, the permit should be issued at the POE.

Inquiries

Non-Urgent

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

Urgent – Live Case (24/7 Travellers Branch Support Team)

During regular business hours, please send all COVID-19 related questions to your regional Task Force or Regional Programs area, as determined by your region. Outside of the Regional Task Force's availability, Superintendents and Chiefs can continue to contact the Travellers Branch directly.

- By telephone:
- By e-mail: OPS_TRAVELLERS-VOYAGEURS@cbsa-asfc.gc.ca

References

Annexes

- [Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation](#)
- [Annex D: Designated learning institutions reopening to international students \(Coronavirus disease \(COVID-19\): Designated learning institutions reopening to international students\)](#)

Shift Briefing Bulletins

- [2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States](#)
- [2020-HQ-AC-03-26-B: Restricting entry of United States citizens and other foreign nationals into Canada from the U.S. \(all modes\)](#)
- [2020-HQ-AC-03-25-B: COVID-19: Enhanced Border Measures in Support of Mandatory Self-Isolation \(All Modes\)](#)
- [2020-HQ-AC-03-25-B, Annex A: Public Health Agency of Canada Contact Tracing Information Collection](#)

Reference Documents

- [Immediate Family Members \(IFM\) \[PDF, 424 KB\]](#)



Shift Briefing Bulletin

Title : Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States

Number : 2020-HQ-AC-03-26

Date of Issuance: March 26, 2020

Date Updated: October 19, 2020

Version Number: 10

Issued by: COVID-19 Task Force

Details

Order in Council

The Order in Council (colloquially referred to as OIC 28), entitled *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from any Country other than the United States)*, has been made pursuant to section 58 of the Quarantine Act. OIC 28 has effect for the period beginning on October 7, 2020 (11:59:59 PM) and ending on October 31, 2020 (11:59:59 PM). The Order repeals and replaces the Order in Council P.C. 2020-0688 (OIC 25).

Application of the OIC

This bulletin applies to foreign nationals arriving in Canada from any country other than the United States (U.S.).

This prohibition does not apply to the following travellers:

- A person registered as an Indian under the Indian Act;
- A protected person within the meaning of subsection 95(2) of the Immigration and Refugee Protection Act (IRPA); or
- a person who enters Canadian waters, including the inland waters, or the airspace over Canada on board a conveyance while proceeding directly from one place outside Canada to another place outside Canada on board the conveyance, as long as the person was continuously on board that conveyance while in Canada and, in the case of a conveyance other than an aircraft, the person did not land in Canada and the conveyance did not make contact with another conveyance, moor or anchor while in Canadian waters, including the inland waters, other than anchoring carried out in accordance with the right of innocent passage under international law and, in the case of an aircraft, the conveyance did not land while in Canada.

Note: IRPA requirements have not changed in light of the Emergency Orders. The traveller must be admissible under IRPA/R in addition to not being prohibited from entering under the Orders in Council.

Scenarios

Scenario	Section
FN seeks entry into Canada and does not meet one of the special rules.	Refer to the section titled <i>General rules to be met for entry, Optional or Discretionary Purpose of Travel, and Unable to comply with quarantine requirement based on purpose and duration of travel</i>
FN seeks entry into Canada with a National Interest Exemption Letter for entry.	Refer to the section titled <i>Special Rule for Entry – Foreign nationals with a National Interest Exemption Letter (NIEL) pursuant to subsection 3(1)(k) of OIC 28</i>
FN immediate family member of a Canadian citizen or permanent resident seeks entry from the US.	Refer to the section titled <i>Special Rule for Entry – Immediate family members of a Canadian Citizen or Permanent Resident</i>



FN extended family member of a Canadian citizen or permanent resident	Refer to the section titled <u><i>Special Rule for Entry – Extended family members of a Canadian Citizen or Permanent Resident</i></u> and the section titled <u><i>Cases with Pre-Border Assessment and Adjudication</i></u>
FN seeks to enter Canada for compassionate reasons.	Refer to the section titled <u><i>Special Rule for Entry – Entry for Compassionate Reasons</i></u> and the section titled <u><i>Cases with Pre-Border Assessment and Adjudication</i></u>
FN seeks to enter Canada as an international student.	Refer to the section titled <u><i>Special Rule for Entry – International Students</i></u>
FN is asymptomatic and meets one of the rules for entry (general or special).	Refer to the section titled <u><i>Asymptomatic Foreign nationals who arrive at the POE and are eligible to enter under the OIC</i></u>
FN is asymptomatic and does NOT meet one of the rules for entry (general or special).	Refer to the section titled <u><i>Foreign nationals who arrive at the POE and are not eligible to enter under the OIC Asymptomatic</i></u>
FN seeking entry is symptomatic.	Refer to the section titled <u><i>Symptomatic</i></u>
BSO has questions or requires support during a live case.	Refer to the section titled <u><i>Inquiries</i></u>

Requirements for Entry

General rules to be met for entry (subject to special rules for specific classes explained below):

- they must be asymptomatic for COVID-19; and
- their travel must not be optional or discretionary; and
- they must qualify for one (1) of the 25 classes of persons/exemptions in section 3(1) of the OIC (see Annex C).

Important: The general rules for entry are only applicable if the foreign national does not meet one of the specific classes of persons listed below.

Special Rule for Entry – Foreign nationals with a National Interest Exemption Letter (NIEL) pursuant to subsection 3(1)(k) of OIC 28:

- must be asymptomatic; and
- must be the subject of a NIEL issued by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness

Details

In accordance with subsection 3(5) of OIC 28, a person or any person in a class of persons whose presence in Canada, as determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest is exempt from the prohibition from entering Canada for an optional or discretionary purpose.

These foreign nationals will be the subject of a National Interest Exemption Letter. In cases where a foreign national arrives at the port of entry with a NIEL, the purpose of travel is irrelevant. So long as the holder of a NIEL is asymptomatic, they are eligible to enter Canada under the OIC.



Special Rule for Entry – Immediate family members of a Canadian Citizen or Permanent Resident

- *must be asymptomatic; and*
- *must demonstrate that the purpose of their travel is to be with their immediate family member and that they intend to stay in Canada for a period of at least 15 days.*

Or

- *must meet the General rules for entry*

Definition:

“Immediate family member” refers to:

- the spouse or common-law partner of the person;
- a dependent child of the person or of the person's spouse or common-law partner;
- a dependent child of a dependent child referred to in paragraph (b);
- the parent or step-parent of the person or of the person's spouse or common-law partner; or
- the guardian or tutor of the person.

Details:

In accordance with subsection 3(4) of OIC 28 immediate family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:

- the foreign national intends to enter to be with their immediate family member who is a Canadian citizen or a permanent resident; *and*
- can demonstrate the intent to stay in Canada for a period of at least 15 days.

The purpose of travel for immediate family members of Canadian citizens and permanent residents of Canada is irrelevant as long they are entering to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days.

When processing a foreign national immediate family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria in ss. 3(4) set out above, or is not able to demonstrate it, the BSO is to consider the purpose of travel and all relevant information. In other words, entry may still be permitted if they can establish the purpose for entry is not optional or discretionary.

Special Rule for Entry – Extended family members of a Canadian Citizen or Permanent Resident

- *must be asymptomatic; and*
- *must demonstrate that the purpose of their travel is to be with their extended family member and that they intend to stay in Canada for a period of at least 15 days; and*
- *must have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident; and*
- *must have an authorization letter issued by IRCC to enter Canada.*

Or

- *must be asymptomatic; and*
- *must be entering for a purpose that is not optional or not discretionary;*
- *must have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident; and*
- *must have an authorization letter issued by IRCC to enter Canada.*

Definition:

“Extended family member” refers to:



- an individual who is in an exclusive dating relationship with the person, has been in such a relationship for at least one year and has spent time in the physical presence of the person during the course of the relationship;
- a dependent child of the person referred to in paragraph (a);
- a child of the person or of the person's spouse, common-law partner or the person referred to in paragraph (a) other than a dependent child;
- a dependent child of a child referred to in paragraph (c);
- a sibling, half-sibling or step-sibling of the person or of the person's spouse or common-law partner; or
- a grandparent of the person or of the person's spouse or common-law partner.

Details:

In accordance with subsection 3(4.1) of OIC 28 extended family members of Canadian citizens and permanent residents of Canada are exempt from the prohibition from entering Canada for an optional or discretionary purpose if:

- the foreign national intends to enter to be with their extended family member who is a Canadian citizen or a permanent resident; and
- can demonstrate the intent to stay in Canada for a period of at least 15 days; and
- they have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident; and
- they have an authorization letter issued by IRCC to enter Canada.

In cases where the extended family member meets the above mentioned criteria, their purpose of travel is irrelevant.

When processing a foreign national who is an extended family member of a Canadian citizen or permanent resident seeking entry into Canada who does not meet the criteria set out above, or is not able to demonstrate it, the BSO is to consider the extended family member's purpose of travel. That said, they must still have an authorization letter issued by IRCC for the stated purpose, and must have a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident that is signed by the Canadian citizen or permanent resident.

If they have an authorization letter to travel from IRCC specific for extended family members, the purpose of travel will likely be non-discretionary given IRCC has assessed the case prior to issuing the authorization.

In either case, the BSO must confirm that the traveller has the appropriate travel authorization and confirm the notes on the foreign national's file in GCMS. BSOs must confirm the foreign national's purpose of travel is consistent with the IRCC-issued authorization, and that they meet the rules for entry in full.

Note: BSOs do not have the authority to authorize entry to a traveller who is not in possession of the required documentation from IRCC under the Expanded Family Definition

Important: Consult the section titled Cases with Pre-Border Assessment and Adjudication for guidance on processing these travellers at the POE.

Note: Where the foreign national seeks to enter for a purpose that is not optional or discretionary and which is not connected to their status as an extended family member, these requirements for a statutory declaration and authorization letter issued by IRCC do not apply.

Special Rule for Entry – Entry for Compassionate Reasons:

- must be asymptomatic; *and*
- must have an authorization letter issued by PHAC for entry on compassionate grounds.



Details:

As determined by the Minister of Health, an asymptomatic foreign national who intends to enter Canada for one of the following reasons, is eligible to be admitted under the OIC with the appropriate authorization issued by PHAC.

Travellers may apply to PHAC on compassionate grounds for those needing to:

- a) Be present during the final moments of life for a loved one or to provide support or care to someone who is critically ill as determined by a licensed health care professional;
- b) Provide care for a person who has a medical reason as to why they require support as determined by a licensed health care professional; or
- c) Attend a funeral or end of life ceremony

Note: The person in Canada in which the foreign national is seeking to enter to support or provide care must generally be residing in Canada and must be a Canadian citizen, permanent resident, temporary resident, protected person, or a person registered as an Indian under the *Indian Act*.

Important: All foreign nationals seeking entry for compassionate reasons outlined above must be in possession of a travel authorization letter issued by PHAC.

Note: BSOs do not have the authority to authorize entry to a traveller who is not in possession of the required documentation from PHAC under the Compassionate Grounds provision.

Important: Consult the section titled Cases with Pre-Border Assessment and Adjudication for guidance on processing these travellers at the POE.

Special Rule for Entry – International Students (*IN FORCE 23:59:59 EDT October 20, 2020*)

- Must meet paragraph 3(1)(n) of the OIC; and
- Must be attending an institution that appears on the IRCC website and which the province has determined to have appropriate measures in place to ensure that students who attend the institution can meet their quarantine obligation; and
- Must be entering for a non-discretionary/ non-optional purpose.

Note: Effective 11:59:59 EDT October 20, 2020, section 3(1)(m.1) OIC 25 will be repealed and replaced by section 3(1)(n). The requirement for a SP to have been approved prior to March 18, 2020 at noon has been removed under 3(1)(n).

(n) a person who seeks to enter Canada for the purpose of attending a listed institution, and the immediate family members of that person other than a dependent child of a dependent child of the person:

- if the person holds a valid study permit (SP), as defined in section 2 of the IRPR,
- if the person may apply for a study permit when entering Canada under section 214 of the Immigration and Refugee Protection Regulations, or
- if the person's application for a study permit was approved under the Immigration and Refugee Protection Act and they received written notice of the approval but have not yet been issued the permit.

Note: A listed institution in this context is different than a Designated Learning Institution for the purposes of IRPA. In order for an institution to appear on the list, the province or territory (P/T) has determined that they have appropriate measures in place to ensure that students can meet their quarantine obligation. IRCC maintains and updates the list with input from the P/Ts. Consult Annex D to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B - Designated learning institutions reopening to international students.



Note: IRPA requirements for study have not changed in light of the Emergency Orders. The traveller must be admissible under IRPA in addition to not being prohibited from entering under the Orders in Council.

Institution validation

When processing an international student, the BSO will validate that the learning institution to which the student is destined appears on the approved list. If the international student's learning institution is on the approved list they will be processed and so long as everything is in order they will be admitted. If the student's institution is not on the list they are prohibited from entering. Consult Annex D to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B - Designated learning institutions reopening to international students.

Non-Discretionary/Non-Optional Travel

International students travel is to be considered non-discretionary if:

- they have the appropriate documents to enter Canada;
- the institution in which they will attend is on the list of institution accepting in-person international students; and
- they meet the conditions of their study permit.

Only in limited circumstances where it is evident the FN is coming for a discretionary purpose such as tourism, recreation, etc., or where the foreign nationals program has been cancelled will they be prohibited.

Important: An international student no longer needs to demonstrate that they are required to attend in-person classes for their purpose of travel to be considered non-discretionary.

Prohibition of Entry

A foreign national seeking entry as an international student is prohibited from entering Canada if their purpose of travel is discretionary/optional, and/or if their institution does not appear on the list of institutions published by IRCC as having been determined to have appropriate measures in place to ensure that students who attend the institution can meet their quarantine obligations.

Purpose of Travel

Optional or Discretionary Purpose of Travel

A foreign national is prohibited from entering Canada if the purpose of their trip is optional or discretionary, such as tourism, recreation or entertainment unless they:

- are the subject of a NIEL;
- are an immediate family member of a Canadian citizen or permanent resident and enters Canada with the intention to be with their immediate family member and can demonstrate the intent to stay in Canada for a period of at least 15 days;
- are an extended family member of a Canadian citizen or permanent resident and enters Canada with the intention to be with their extended family member and can demonstrate the intent to stay in Canada for a period of at least 15 days, has a statutory declaration, and authorization to enter issued by IRCC; or
- have an authorization letter issued by PHAC for entry on compassionate grounds.

Note: When considering the application for entry by foreign nationals who meet all IRPA and OIC requirements, officers must not seek to apply a test of the "essential" nature of their work to Canada. For example, a foreign national who holds a valid work permit, and whose place of employment in Canada is open for business, does not have to prove that their work is an essential service. Border services officers (BSOs) must be careful not to introduce an additional layer to the standard for entry which is not specified in the OIC / SBB.



Important: When considering the entry of a foreign national business executive consult the relevant Annexes for guidance on assessing their eligibility for entry under the OICs as well as their requirement to quarantine.

Consult [Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Entry Restrictions and Exemptions - Non-Optional/Non-Discretionary Travel and Discretionary/Optional Travel\)](#) and [Annex B to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B \(Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory quarantine\)](#) for more information.

Pre-Border

Cases with Pre-Border Assessment and Adjudication

When processing foreign nationals with IRCC issued extended family travel authorizations or PHAC issued compassionate travel authorizations at the POE, the BSO should start from the position that they are eligible to enter under the OIC.

The BSO should confirm the traveller has the relevant travel authorization issued by IRCC or PHAC and query GCMS to confirm the foreign national is in fact the subject of a PHAC or IRCC authorization.

Note: The GCMS notation will appear as a note under the travellers UCI. The authorization letter will not be attached to the UCI.

BSOs must also confirm the foreign national's purpose of travel is consistent with the PHAC or IRCC issued authorization.

Given these cases are assessed prior to arrival, the foreign nationals generally should be allowed entry unless the traveller does not meet the rules for entry (e.g. symptomatic), where the purpose of travel is no longer consistent with the purpose of travel indicated on the IRCC or PHAC issued travel authorization.

Once the BSO has confirmed the traveller meets the general rules for entry in full, the traveller should be admitted into Canada absent of any other IRPA admissibility concerns.

Quarantine Requirements

Unable to comply with quarantine requirement based on purpose and duration of travel

While a foreign national is not prohibited from entering Canada from a country other than U.S. if, based on the purpose of entry and intended length of their stay, they will not be able to comply with the requirement to quarantine the traveller should be referred to PHAC for further assessment.

Actions required by BSOs:

Asymptomatic foreign nationals who arrive at the POE and are eligible to enter under the OIC

A BSO will establish the purpose of the entry at the first point of contact with a traveller – at a primary inspection line (PIL) booth, NEXUS triage or at podium/triage position for kiosk enabled airports.

Foreign nationals who are eligible to enter Canada under the OIC must be processed in accordance with existing enhanced screening measures as outlined in the shift briefing bulletin [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#).



Asymptomatic foreign nationals who arrive at the POE and <u>are not</u> eligible to enter under the OIC	<p>For foreign nationals who are not eligible to enter Canada under the OIC, BSOs will explain that they are subject to the prohibition and not allowed to enter Canada in accordance with the Quarantine Act Section 58 Emergency Order.</p> <p>The BSO is to offer the traveller the option of withdrawing their application to enter Canada. Should the traveller withdraw their application to enter Canada, the BSO shall allow them to do so in accordance section 42 of the IRPR.</p> <p>Should a traveller who is subject to the prohibition choose not to withdraw their application to enter Canada, the BSO is to advise them they are subject to the prohibition on entry, and that it is an offence under section 71 of the Quarantine Act which carries a maximum punishment of up to \$750,000 or a term of imprisonment of six months or both and they may be arrested. The officer will then offer to the traveller to withdraw their application a second time.</p> <p>Should the traveller still not wish to withdraw their application, the BSO is to inform the traveller that if they continue to refuse they will be arrested. The officer will then offer to the traveller to withdraw their application a third and final time.</p> <p>Should the traveller still not wish to withdraw their application, the BSO will arrest the traveller under s.163.5 of the Customs Act for committing an offence under s.71 of the Quarantine Act – failing to comply with the emergency order for prohibitions on entry. The BSO will then refer the case to the police force of jurisdiction. All CBSA procedures and policies for arrest and detention must be followed.</p> <p>Should the police force of jurisdiction elect not to attend, and no other inadmissibilities apply, the traveller is to be released.</p> <p>Arresting a person under s.71 of the Quarantine Act is not an offence for which BSOs can apply 36(2)(d) of IRPA. Travellers so arrested, and who are not charged by the police force of jurisdiction, cannot be found inadmissible for committing an offence on entering Canada.</p> <p>Note: BSOs should use their 163.5 Customs Act authority to arrest for Quarantine Act matters only with respect to an offence under s.71 of the Quarantine Act for failing to comply with the emergency order prohibitions on entry. For other instances of non-compliance with the Quarantine Act, including a refusal to comply with reasonable measures a BSO may impose under ss. 15(3) in their capacity as a screening officer, BSOs should seek assistance from police of jurisdiction in accordance with s.18 of the Quarantine Act.</p> <p>For more information please consult the Operational Bulletin titled <u>Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic</u>.</p> <p>NOTE: In cases where a traveller refuses to withdraw their application to enter and an arrest is made, an email containing the pertinent details (# of persons and reason(s) resulting in information not being collected), should be provided to the Novel Coronavirus Task Force generic inbox: cbcsa.corona_virus_tf-gt_virus_corona.asfc@cbcsa-asfc.gc.ca.</p>
Symptomatic travellers:	BSOs must follow the process for symptomatic travellers as outlined in the shift briefing bulletin <u>2020-HQ-AC-03-25-B (COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine (asymptomatic travellers) and Isolation (symptomatic travellers) (All Modes))</u> .



	<p>BSOs must follow the directions of the PHAC QO once they have made the referral.</p> <p>If the QO orders a foreign national to isolate or quarantine, the BSO will defer the examination in accordance with section 23 of IRPA for the duration of the quarantine or isolation period and until such time as the person is cleared by the PHAC QO. Admissibility concerns are paused during this period in order to prioritize public health considerations. Upon being cleared by the PHAC QO, the foreign national should return to the POE to continue their examination and the BSO will, at that time, make an admissibility decision.</p> <p>If the PHAC QO clears the traveller and indicates they are not a case of concern, and allows them to be released, the BSO will observe the following:</p> <ul style="list-style-type: none">• Absent of any admissibility concerns, if the foreign nationals is not prohibited from entering Canada under the OIC, the BSO will allow the traveller to enter Canada.• Foreign nationals who are not eligible under the OIC will be allowed to leave Canada as per the process for asymptomatic passengers who are subject to the prohibition outlined below.
<u>BSOs working at the Telephone Reporting Center and BSOs and superintendents working at verification offices</u>	Consult shift briefing bulletin 2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures (consolidated) for the Telephone Reporting Centre and Verification Offices .

Actions required by superintendents:

Oversight

Superintendents must ensure that front line officers follow the above outlined procedures and continue to follow all previous procedures put in place.

Reporting

Superintendents are to ensure the appropriate data is entered into the Operational Reporting Application (ORA) under the appropriate headings. The data must be entered into ORA by the POEs for the entire preceding 24 hours period (0000-2359 hours) no later than 06:00 EDT. Consult Shift Briefing Bulletin: [2020-HQ-AC-02-08-B Reporting – COVID-19](#) for reporting instructions and more information.

Inquires

Non-Urgent

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

Urgent – Live Case (24/7 Travellers Branch Support Team)

During regular business hours, please send all COVID-19 related questions to your regional Task Force or Regional Programs area, as determined by your region. Outside of the Regional Task Force's availability, Superintendents and Chiefs can continue to contact the Travellers Branch directly.

- By telephone: 343-571-4455.
- By e-mail: OPS_TRAVELLERS-VOYAGEURS@cbsa-asfc.gc.ca

References



Annexes

- [Annex A: Entry Restrictions and Exemptions - Non-Discretionary Travel and Discretionary/Optional Travel](#)
- [Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation](#)
- [Annex C to 2020-HQ-AC-03-26: Classes of Persons pursuant to section 3\(1\)](#)
- [Annex D: Designated learning institutions reopening to international students \(Coronavirus disease \(COVID-19\): Designated learning institutions reopening to international students\)](#)

Shift Briefing Bulletins

- [2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States](#)
- [2020-HQ-AC-03-25-B \(COVID-19 – Enhanced Border Measures in Support of Mandatory Quarantine \(asymptomatic travellers\) and Isolation \(symptomatic travellers\) \(All Modes\)\)](#)
- [2020-HQ-AC-03-25-B, Annex A: PHAC Contact Information Collection \(Compliance and Monitoring\)](#)
- [2020-HQ-AC-05-15 COVID-19 – Enhanced Border Measures Procedures \(consolidated\) for the Telephone Reporting Centre and Verification Offices](#)
- [2020-HQ-AC-01-26: Occupational Health Advisory: Novel Coronavirus](#)
- [2020-HQ-AC-02-08-B: Reporting – Novel Coronavirus \(2019-nCoV\)](#)
- [2019-HQ-AC-05-15: Changes to the Public Health Agency of Canada \(PHAC\)'s Quarantine Services: New PHAC Notification Procedures](#)

Operational Bulletins

- [Operational Bulletin - Regulatory Amendments to Implement Travel Prohibitions in Response to the COVID-19 Pandemic](#)
- [OBO-2020-032 - COVID-19 Response - Foreign Nationals arriving from the United States who make a claim for refugee protection at airports, marine ports and between ports of entry](#)
- [OBO-2020-033 - COVID-19 Response - Processing claims for refugee protection at a designated land or rail port of entry.](#)

Reference Documents

- [Immediate Family Members \(IFM\) \[PDF, 424 KB\]](#)
- [Quarantine Standard Operating Procedures](#)
- [Job aid: Role of the BSO \(screening officer\)](#)



Annex D to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B

Title : Designated learning institutions reopening to international students

Associated SBB(s): 2020-HQ-03-26 and 2020-HQ-AC-03-26-B

Date of Issuance: October 19, 2020

Date Updated: October 21, 2020

Version Number: 2

Issued by: The Coronavirus Taskforce

Summary:

- **Alberta:** 39 post-secondary designated learning institutions approved to reopen to international students. Primary and secondary schools are **not** approved to reopen to international students at this time.
- **British Columbia:** 39 post-secondary designated learning institutions approved to reopen to international students. All public and independent (private) primary and secondary schools are approved to reopen to international students.
- **Manitoba:** 10 post-secondary designated learning institutions approved to reopen to international students. All public and independent (private) primary and secondary schools are approved to reopen to international students.
- **New Brunswick:** 13 post-secondary designated learning institutions approved to reopen to international students. All public and independent (private) primary and secondary schools are approved to reopen to international students.
- **Newfoundland and Labrador:** 3 post-secondary designated learning institutions approved to reopen to international students. Primary and secondary schools are **not** approved to reopen to international students at this time.
- **Northwest Territories:** Post-secondary schools are **not** approved to reopen to international students at this time. Primary and secondary schools are **not** approved to reopen to international students at this time.
- **Nova Scotia:** Post-secondary schools are **not** approved to reopen to international students at this time. Primary and secondary schools are not approved to reopen to international students at this time.
- **Nunavut:** Post-secondary schools are **not** approved to reopen to international students at this time. Primary and secondary schools are **not** approved to reopen to international students at this time.
- **Ontario:** 14 post-secondary designated learning institutions approved to reopen to international students. Primary and secondary schools are **not** approved to reopen to international students at this time.
- **Prince Edward Island:** 5 post-secondary designated learning institutions approved to reopen to international students. All public and independent (private) primary and secondary schools are approved to reopen to international students.
- **Quebec:** All post-secondary DLIs are approved to open to international students. All primary and secondary schools are approved to reopen to international students.
- **Saskatchewan:** 7 post-secondary designated learning institutions approved to reopen to international students. Primary and secondary schools are not approved to reopen to international students at this time.
- **Yukon:** 1 post-secondary designated learning institutions approved to reopen to international students. Primary and secondary schools are not approved to reopen to international students at this time.



Alberta

K-12

- Primary and secondary schools are **not** approved to reopen to international students at this time.

Post-Secondary

- University of Calgary
- Grande Prairie Regional College
- University of Alberta
- University of Lethbridge
- MacEwan University
- Bow Valley College
- Red Deer College
- NorQuest College
- Keyano College
- Medicine Hat College
- Alberta University of the Arts
- Olds College
- Northern Alberta Institute of Technology
- Mount Royal University
- Lakeland College
- Southern Alberta Institute of Technology
- St. Mary's University
- Burman University
- Lethbridge College
- Concordia University of Edmonton
- Northern Lakes College
- Ambrose University
- The King's University
- Timberline Canadian Alpine Academy
- Anne's Language House
- Columbia College
- Canadian Imperial College
- Montair Aviation
- The Esthetic Institute Training Center
- Maple Leaf Academy
- MCG Career College
- Centennial Flight Centre, Inc.
- Canadian Southern Baptist Seminary and College
- Canadian Health and Business College
- Cypress College Inc.
- Canadian Institute of Traditional Chinese Medicine Corp.
- Stafford House Calgary
- Prairie Bible Institute
- St. Stephen's College (U of Alberta Campus)

British Columbia

K-12

- All public and independent (private) primary and secondary schools are approved to reopen to international students.

Post-Secondary

PROTECTION • SERVICE • INTEGRITY



- British Columbia Institute of Technology
- Camosun College
- Capilano University
- Coast Mountain College
- College of New Caledonia
- College of the Rockies
- Douglas College
- Emily Carr University of Art and Design
- Justice Institute of British Columbia
- Kwantlen Polytechnic University
- Langara College
- North Island College
- Northern Lights College
- Okanagan College
- Royal Roads University
- Selkirk College
- Simon Fraser University
- Thompson Rivers University
- University of British Columbia
- University of Northern British Columbia
- University of the Fraser Valley
- University of Victoria
- Vancouver Community College
- Vancouver Island University
- LaSalle College Vancouver
- Trinity Western University
- University Canada West
- Centre for Arts and Technology
- OIEG Oxford International Education Group/Eurocentres Canada
- Tamwood Careers
- Tamwood Language Centres
- Yorkville University
- EF International Language Campus
- Coquitlam College
- Camber College
- ISS Language and Career College of BC
- ILSC Vancouver
- VGC International College
- Greystone College of Business and Technology

Manitoba

K-12

- All public and independent (private) primary and secondary schools are approved to reopen to international students.

Post-Secondary

- Assiniboine Community College
- Booth University College
- Brandon University
- Heartland International English School
- International College of Manitoba



- Manitoba Institute of Trades and Technology
- Red River College (Red River College of Applied Arts, Science and Technology)
- Robertson College (Accounting and Payroll Administrator, Logistics and Supply Chain Management, Massage Therapy, Medical Laboratory Assistant, Pharmacy Technician)
- University of Manitoba
- University of Winnipeg

New Brunswick

K-12

- All public and independent (private) primary and secondary schools are approved to reopen to international students.

Post-Secondary

- Mount Allison University
- St. Thomas University
- Université de Moncton
- University of New Brunswick
- ABC College
- Chaleur College
- Crandall University
- Collège communautaire du Nouveau-Brunswick (CCNB)
- Eastern College
- Kingswood
- Moncton Flight College
- New Brunswick Bible Institute
- New Brunswick Community College (NBCC)

Newfoundland and Labrador

K-12

- Primary and secondary schools are **not** approved to reopen to international students at this time.

Post-Secondary

- College of the North Atlantic
- Memorial University of Newfoundland
- Western Regional School of Nursing

Northwest Territories

Primary and secondary schools are **not** approved to reopen to international students at this time. Post-secondary schools are **not** approved to reopen to international students at this time.

Nova Scotia

Primary and secondary schools are **not** approved to reopen to international students at this time. Post-secondary schools are **not** approved to reopen to international students at this time.

Nunavut

Primary and secondary schools are **not** approved to reopen to international students at this time. Post-secondary schools are **not** approved to reopen to international students at this time.

Ontario

K-12



- Primary and secondary schools are **not** approved to reopen to international students at this time.

Post-Secondary

- Algoma University
- Carleton University
- Queen's University (Kingston)
- University of Toronto
- York University
- Loyalist College of Applied Arts and Technology
- Trent University
- Brock University
- Centennial College
- Durham College
- Seneca College
- University of Ottawa
- Tamwood International College
- Toronto Airways Inc.

Prince Edward Island

K-12

- All public and independent (private) primary and secondary schools are approved to reopen to international students.

Post-Secondary

- University of Prince Edward Island
- Holland College
- Collège de l'Île
- Study Abroad Canada Language Institute
- Moonlight International Academy

Quebec

K-12

- All primary and secondary schools are approved to reopen to international students.

Post-Secondary

- All post-secondary DLIs are approved to open to international students.

Saskatchewan

K-12

- Primary and secondary schools are **not** approved to reopen to international students at this time.

Post-Secondary

- Cumberland College
- Great Plains College
- North West College
- Parkland Regional College
- Saskatchewan Polytechnic
- University of Regina including Campion College First Nations University of Canada and Luther College
- University of Saskatchewan including St Thomas More College



Yukon

K-12

- Primary and secondary schools are **not** approved to reopen to international students at this time.

Post-Secondary

- Yukon University



Annex A to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B

Title : Entry Restrictions and Exemptions - Non-Discretionary Travel and Discretionary/Optional Travel

Associated SBB(s): 2020-HQ-03-26 and 2020-HQ-AC-03-26-B

Date of Issuance: April 10, 2020

Date Updated: October 21, 2020

Version Number: 5b

Issued by: The Coronavirus Taskforce

Scenarios

Scenario	Section
BSO assessing a FNs purpose of travel.	Refer to the section titled <u>Purpose of Travel (If relevant)</u>
FN seeks to enter Canada to work.	Refer to the section titled <u>Seeking Entry to Work</u>
FN seeks to enter Canada as a business executive.	Refer to the section titled <u>Seeking Entry as a Business Executive</u>
FN seeking immigration service at CBSA POE after being refused entry into the US.	Refer to the section titled <u>Foreign Nationals Seeking Immigration Services at a Port of Entry</u>
FN seeks to enter Canada as a cross-border student.	Refer to the section titled <u>Cross-border Foreign National Students</u>
FN seeks to enter Canada as an international student.	Refer to the section titled <u>International Students</u>
FN seeks to establish themselves in Canada with an FN immediate family member who holds a status document, or approval for such document (e.g. work permit, study permit)	Refer to the section titled <u>FN seeking to establish themselves in Canada with an FN immediate family member who holds a status document, or approval for such document</u>
BSO has questions or requires support during a live case.	Refer to the section titled <u>Inquiries</u>

Guiding Principles

Guiding Principles for border services officers (BSOs) and liaison officers (LO) to determine a traveller's eligibility to enter Canada in light of COVID-19 entry restrictions:

1. Protecting public health by helping to limit the spread and impact of COVID-19;
2. A traveller's ties and travel pattern to Canada are a useful gauge of the nature of their current travel;
3. BSOs should consider all relevant facts, information and recommendations, including those made by the International Network, Head Quarters and Regional support teams, IRCC officers and a traveller's reason for coming to Canada in each case and make the decision.

Purpose of Travel (If relevant)

Entry for Discretionary / optional purpose includes, but is not limited to:

- Tourism/sightseeing;
- Recreation;
- Entertainment;
- Social visits to friends and relatives who are not immediate family members;
- Short term social visits to immediate family members;
- Religious functions; and/or
- Shopping for non-essential goods.



Entry for a purpose that is not discretionary / not optional includes, but is not limited to:

- economic services and supply chains;
- critical infrastructure support;
- transiting through Canada for non-discretionary purposes (e.g. returning to their habitual residence; transiting through Canada to relocate for employment purposes);
- cross-border employment;
- tending to family matters for essential purposes (e.g., bringing supplies to elderly parents or tending to sick family members);
- to ensure/support an individual's physical or mental health, safety or security (birth of one's own child (including surrogate parents), high-risk pregnancy, imminent care/ health support etc.);
- shopping for essential goods such as medication or basic needs; and/or
- any other activities which are deemed not optional or discretionary by the Government of Canada or based on the officer's assessment.

The objective of the Government of Canada is to allow entry to all asymptomatic foreign nationals whose travel is essential to commerce, trade, economic services and supply chains (unless otherwise inadmissible under the Immigration and Refugee Protection Act [IRPA]).

Scenarios have been developed for reference and can be found in the document titled: *Determining whether entry will be for a discretionary/optional purpose and whether individual is exempt from mandatory quarantine.*

Important: While a traveller's purpose of travel is non-discretionary, it does not automatically exempt them from the 14 day mandatory quarantine order.

Seeking Entry to Work

This guidance only applies to asymptomatic travellers.

IRPA requirements for work have not changed in light of the Emergency Orders. The traveller must be admissible under IRPA in addition to not being prohibited from entering under the Orders in Council. Please note that it is not necessary for travellers to be remunerated for their work in order for it to be considered work under IRPA and the OICs. (R2)

Travel to Canada for the purpose of work is generally considered non-discretionary travel.

However, purpose of travel should still be assessed for types of work without a permit to determine if their presence in Canada is required:

- entering Canada for meetings, including business executives
- travel to participate in training, tryouts, competition or other activities related to junior league or amateur sports is considered discretionary and will not be facilitated

Travellers who are eligible to apply for their WP at the POE per R198 may still do so as long as they meet the rules for entry listed in the SBBs.

FNs arriving to Canada from the U.S.

- who are returning to their place of residence in Canada and are in possession of a valid work permit are considered to be travelling for a non-optional or non-discretionary purpose
- who are coming to Canada for the first time with a work permit approval letter/introduction letter, or appropriate documents such as an LMIA, or LMIA exemption letter, and an offer of employment in a business that is operating, are considered to be travelling for a non-optional



or non-discretionary purpose. If a business is not operating, BSOs will proceed as with any other traveller coming to Canada for a discretionary purpose

- who are coming to Canada for work and are eligible to apply for the work permit at the Port of Entry (POE) and have an offer of employment in a business that is operating or who are work permit exempt under section 186 of the *Immigration and Refugee Protection Regulations*, are considered to be travelling for a non-optional or non-discretionary purpose. If the business is not operating, BSOs will proceed as with any other traveller who is coming to Canada for a discretionary purpose. If IRPA requirements are met, the CBSA should issue this permit at the POE.

FNs arriving to Canada from any country other than the U.S. :

- who are returning to their place of residence in Canada and are in possession of a valid work permit are considered to be travelling for a non-optional or non-discretionary purpose
- who are coming to Canada for the first time with a work permit approval letter/introduction letter and an offer of employment in a business that is operating, are considered to be travelling for a non-optional or non-discretionary purpose
- who are work permit exempt under R186 and are not listed in the 25 classes of persons under 3(1)(a-x), will not be permitted to travel to Canada

Seeking Entry as a Business Executive

Purpose of Travel

For a business executive's entry to be considered non-discretionary, a strong case would need to be made as to why the entry to Canada is required and why it must be done in person. Simply stating that they are the CEO or that they need to be in Canada is not sufficient for the travel to be considered non-discretionary.

Coming to participate in a meeting, site visit, ribbon cutting, etc. is generally a discretionary purpose

The baseline when assessing a business executive's purpose of entry is that it is discretionary or optional unless there is substantial documentation and evidence to indicate they must be physically present in Canada, and there are no other reasonable options (e.g. virtual meeting/negotiation, Canadian based executive attending on their behalf, etc.).

Quarantine Requirement

BSOs are to start from the position that the traveller is required to quarantine, unless satisfied they explicitly meet an existing quarantine exemption.

Business executives, unless they explicitly meet another exemption under section 6 of the OIC (e.g., national interest exemption letter (NIEL), Chief Public Health Officer group designation, etc.) would be required to quarantine.

Important: In most circumstances, unless the traveller is in possession of a NIEL from quarantine, they are required to quarantine as the other exemptions are generally not relevant or would not sufficiently cover them due to the position they hold.

Business executives seeking entry from the US who do not meet an exemption from the requirement to quarantine would generally be prohibited from entering Canada if the purpose for which they seek to enter and intended length of stay is inconsistent with all quarantine obligations.

Specifically, subsection 4(1) of the US Order which states:

"A foreign national is prohibited from entering Canada from the United States if, based on the purpose of entry and the length of their stay, the applicable requirement to quarantine under



any order made under section 58 of the *Quarantine Act* with respect to mandatory isolation or quarantine cannot be complied with.”

Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation), No. 6 requires all persons entering Canada to quarantine for 14 days upon arrival, unless otherwise exempt.

Important: The requirement to quarantine or not is explicitly stated within the Order, and BSOs do not have a residual or implicit discretion to exempt travellers based on an assumed level of risk of the traveller, or based on the non-discretionary or their own views as to the essential nature of their travel. This means that travellers arriving from the US will be refused entry to Canada if the purpose for which they seek to enter is inconsistent with the obligation to quarantine, **even if the purpose of their travel is non-discretionary.**

Important: When processing a business executive, if a BSO has any doubt related to the purpose of entry or the requirement to quarantine, they are to contact the 24/7 Travellers Branch Support Team.

Foreign Nationals Seeking Immigration Services at a Port of Entry

IRCC has implemented robust public policy to allow clients to extend or change their status from within Canada (see [OBO-2020-060](#)). Although travellers are discouraged from travelling solely for the purpose of seeking immigration services, the CBSA does not have the legal authority to deny the processing of applications submitted at POE if the traveller is eligible to apply on entry. The expectation is that these applications are completed in full, including the collection of biometrics, if necessary.

Pursuant to subsection 3(1)(a) of Order in Council 29, entitled *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation)*, “any person who enters Canada and who does not have signs and symptoms of COVID-19 must quarantine themselves without delay in accordance with instructions provided by a screening officer or a quarantine officer and remain in quarantine until the expiry of the 14-day period that begins on the day on which the person enters Canada...”.

The requirement to quarantine pursuant to paragraph 3(1)(a) is not applicable to limited classes of persons who are exempt by virtue of explicitly meeting one of the exemptions in section 6 of the OIC, or, persons who have been determined as not posing a risk of significant harm to public health by the Chief Public Health Officer (CPHO) pursuant to paragraph 7(2)(c) of the OIC.

At this time, travellers who are denied entry into the United States, including those who are considered to be flagpoling do not qualify for an existing exemption under section 6 of the OIC and have not been determined by the CPHO as a person or class of persons that do not pose a risk of significant harm to public health.

All travellers who are denied entry into the United States, including those who flagpole, are to be instructed to quarantine for 14 days.

These travellers are to be processed as non-exempt travellers as outlined in [SBB 2020-HQ-AC-03-25-B](#); more specifically the section titled “*“No” to PHAC Screening Question (symptoms-based) – Not subject to quarantine exemption*”.

When assessing a traveller's requirement to quarantine, BSOs are to start from the position that all travellers are required to quarantine unless they can demonstrate at time of processing that they explicitly meet one of the quarantine exemptions outlined in section 6 of the OIC, or have documentation from the CPHO that they, or the class of persons they fall into, have been determined as not posing a significant risk of harm to public health.



Cross-border Foreign National Students

As cross-border students are not exempt from mandatory quarantine, foreign national students that reside in the U.S. who seek to cross the border on a daily basis to attend school will not be admitted to Canada, as their purpose for entry is inconsistent with their obligation to quarantine. Canadian citizen students who reside in the US and seek to enter daily for school enter by right but must quarantine for 14 days before attending classes.

Note: IRPA requirements for study have not changed in light of the Emergency Orders. The traveller must be admissible under IRPA in addition to not being prohibited from entering under the Orders in Council.

International Students (Students who come to Canada to study for an extended period (i.e. University, etc.)) - Effective as of 23:59:59 EDT October 20, 2020

In order for an international student to be admitted they must be asymptomatic.

IRPA requirements for study have not changed in light of the Emergency Orders. The traveller must be admissible under IRPA in addition to not being prohibited from entering under the Orders in Council.

Prohibition

A foreign national seeking entry as an international student is prohibited from entering Canada if their purpose of travel is discretionary/optional, and/or if their institution does not appear on the list of institutions published by IRCC (as of 23:59:59 EDT on October 20, 2020) and which the province has determined to have appropriate measures in place to ensure that students who attend the institution can meet their quarantine obligations.

Purpose of Travel

International students travel is to be considered non-discretionary if:

- they have the appropriate documents to enter Canada;
- the institution in which they will attend is on the list of institution accepting in-person international students; and
- they meet the conditions of their study permit.

Only in limited circumstances where it is evident the FN is coming for a discretionary purpose such as tourism, recreation, etc., or where the foreign nationals program has been cancelled will they be prohibited.

Important: An international student no longer needs to demonstrate that they are required to attend in-person classes for their purpose of travel to be considered non-discretionary.

Institution validation

BSOs will validate that the learning institution to which the student is destined appears on the approved list. If the international student's learning institution is on the approved list they will be processed and so long as everything is in order they will be admitted. If the student's institution is not on the list they are prohibited from entering. Consult Annex D to 2020-HQ-03-26 and 2020-HQ-AC-03-26-B - Designated learning institutions reopening to international students.

Students who apply for a Study permit at the POE

Students who are eligible to apply for their permit at the POE per R214 and meet the criteria above, may apply for a study permit at the POE. All normal conditions, as well as the new conditions under R183(d), must be provided to the student. R186(v) may be added to the study permit, if applicable.



You may refer to the GCMS wiki on Study permits for instructions.

Temporarily Deactivated IRCC Issued Travel Documents

IRCC will be temporary “deactivating” the travel document of some foreign national international students whose institution does not appear on the list of designated learning institutions reopening to international students. While they will be temporarily “deactivating” the travel document, the “deactivation” is not a legal revocation or cancellation of the IRCC issued travel document.

“Deactivation” is the term that IRCC uses to describe the administrative process used to flag those to whom a valid study permit has been issued but who are not going to an institution found on the list of designated learning institutions reopening to international students.

The goal of this process is to facilitate the potential no-board of a client who is prohibited from entering.

The “deactivation” does not mean the IRCC travel document has been cancelled, and there is no IRPA inadmissibility that would apply.

That said, the foreign national’s entry is prohibited under the OIC if they are going to a school that is not on the list of designated learning institutions reopening to international students. BSOs are to follow the established processes for foreign nationals who are prohibited under the relevant OIC.

FN seeking to establish themselves in Canada with an FN immediate family member who holds a status document, or approval for such document (Work Permit, Study Permit)

As indicated in Annex B, this travel will usually be considered non-discretionary if seeking to establish themselves or family in Canada for an extended period.

If the FN arrives from a country other than the United States, they must meet one of the exemptions listed in the OIC in place. In the most common cases, they will be in possession of a Family Reunification Letter (exemption 3(1)(b)), but they could be exempt by any other exemption.

Once determined that the FN meets the general rules for entry listed above, the BSO needs to determine the admissibility under IPRA. If the FN is eligible for an Open Work Permit, the permit should be issued at the POE.

Inquiries

Non-Urgent

Officers may direct any questions through the regional Corporate and Program Services Divisions, which (if required) will then send an email to the Novel Coronavirus Task Force generic inbox: CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca.

Urgent – Live Case (24/7 Travellers Branch Support Team)

During regular business hours, please send all COVID-19 related questions to your regional Task Force or Regional Programs area, as determined by your region. Outside of the Regional Task Force’s availability, Superintendents and Chiefs can continue to contact the Travellers Branch directly.

- By telephone:
- By e-mail: OPS_TRAVELLERS-VOYAGEURS@cbsa-asfc.gc.ca

References

Annexes



- [Annex B: Determining whether entry will be for a discretionary/optional purpose and whether an individual is exempt from mandatory self-isolation](#)
- [Annex D: Designated learning institutions reopening to international students \(Coronavirus disease \(COVID-19\): Designated learning institutions reopening to international students\)](#)

Shift Briefing Bulletins

- [2020-HQ-AC-03-26: Prohibiting Certain Foreign Nationals From Entering Canada from any Country other than the United States](#)
- [2020-HQ-AC-03-26-B: Restricting entry of United States citizens and other foreign nationals into Canada from the U.S. \(all modes\)](#)
- [2020-HQ-AC-03-25-B: COVID-19: Enhanced Border Measures in Support of Mandatory Self-Isolation \(All Modes\)](#)
- [2020-HQ-AC-03-25-B, Annex A: Public Health Agency of Canada Contact Tracing Information Collection](#)

Reference Documents

- [Immediate Family Members \(IFM\) \[PDF, 424 KB\]](#)



OPERATIONAL BULLETIN: OBO-2020-0xx

TITLE: COVID-19 Occupational Health Advisory

Date of Issue: October 22, 2020	Mode(s): All	Target Audience: All CBSA employees in client-facing functions	Area of Interest: CBSA
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Details:

The purpose of this operational bulletin is to provide CBSA staff with occupational health advice and direction in relation to COVID-19. This bulletin replaces previous guidance issued under Shift Briefing Bulletin 2020-HQ-AC-01-26 (repealed). In addition, this bulletin introduces the requirement for all CBSA employees in client-facing functions to wear face coverings.

The bulletin applies to all CBSA employees who come into contact or may interact with clients or stakeholders at ports of entry, international mail centre facilities, inland enforcement operations, trade operations, investigations and intelligence or any other location where they may come into contact with the public or stakeholders.

Note: if complying with this policy is not practical, employees engaged in surveillance activities may make alternate arrangements for protection against COVID-19 with their local management.

Routine Interactions with Clients, Colleagues and Stakeholders:

CBSA employees who interact or may come into contact with asymptomatic clients or stakeholders must:

- Where possible, keep a distance greater than two (2) meters from clients, stakeholders and colleagues.
- Ensure rigorous hand and workspace hygiene.
- Wear a non-medical mask (NMM) or surgical mask at all times when in view of clients or stakeholders **and** all instances where physical distancing (2m or greater) is not possible.

Wearing of NMM or surgical masks is required even in situations where CBSA employees are behind glass or Plexiglas partitions (e.g. working at primary inspection line [PIL]) when interacting with clients. Additionally, when members of the public or stakeholders are not present, CBSA employees must wear NMM or surgical masks if physical distancing (2m or greater) is not possible (e.g., employees in the same CBSA vehicle or in the same work space such as PIL, secondary, etc.)

Note: CBSA employees will be supplied with NMM and surgical masks. If employees choose to wear their own NMM, it must be solid dark blue or black in colour. Bandana-style face coverings, or NMM with non-approved colours, designs, patterns or logos, will not be permitted. Guidance on the use of NMMs can be found on [Apollo](#).

The above measures do not apply to employees in lunch rooms, washrooms, change rooms or other CBSA spaces that are away from the view of the public or stakeholders and where physical distancing (2m or greater) is possible.

Interacting with COVID-19 Symptomatic Individuals:

COVID-19 is not an airborne illness. According to [Health Canada](#), it is transmitted from person to person via respiratory droplets. The virus is contained in the droplets of an infected person. When the infected person coughs, sneezes, talks or breathes, their droplets can reach the mucous membrane of another person and infect them. Infection can also occur when a person touches an infected surface and then touches their eyes, nose or mouth.

CBSA employees who interact, or may come into contact, with symptomatic individuals must:

- Where possible, keep a distance greater than two (2) meters from the individual.
- Where physical distancing (2m or greater) is not possible, don personal protective equipment (PPE) which includes:

- A surgical mask.

Note: employees already wearing a surgical mask do not require to change their mask when coming into contact with an ill person.

However, employees wearing a NMM must safely transition to a surgical mask at the earliest opportunity.

- medical gloves when handling documents and baggage of potentially ill persons (medical gloves are disposable gloves used to help prevent cross-contamination between individuals); and
 - medical gloves, eye/face protection and a surgical mask when escorting and/or remaining with an ill person.

It is important to avoid all contact between the medical gloves and your eyes/nose/mouth to prevent potential transmission of the virus.

Consistently use good hand hygiene measures. More information may be found in the [General Occupational Health Advisory \(COVID-19\): Annex A - Advice for federal employees at points of entry in Canada](#) from Health Canada.

- Instruct the ill person to wear a surgical mask and use alcohol-based hand sanitizer at the earliest opportunity.
- Isolate the ill person from others, when feasible, in a separate area or room.

- Ensure a supply of tissues, hand sanitizer, masks and a wastebasket are available in the room.
- Follow all other standard operating procedures and CBSA guidance for dealing with symptomatic individuals.

General precautions for all employees:

Standard precautions for all employees include:

- Frequent hand hygiene is important; wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer if soap and water are not available.
- Hands must be washed each time gloves are changed or discarded.
- Wash hands before preparing, handling, serving or eating food.
- Avoid touching your face, mouth, nose and eyes with unwashed or gloved hands.
- Practice proper cough and sneeze etiquette. Cover your mouth and nose with your arm to reduce the spread of germs. Remember, if you use a tissue, to dispose of it as soon as possible and wash your hands afterwards.
- Monitor for symptoms. If you develop fever and respiratory symptoms such as cough, shortness of breath and/or difficulty breathing you should seek medical attention and report these symptoms to your manager/supervisor.
- Follow public health guidelines to protect from COVID-19 in the workplace as well as outside of it.

Actions required by all CBSA staff in client-facing functions:

- All CBSA employees in client-facing functions must be familiar with, and follow, the above instructions.

Actions required by superintendents, supervisors and managers:

- Ensure that all employees are briefed on, and follow, these instructions.
- Ensure that all employees are trained on the correct technique and sequence for putting on (donning) and taking off (doffing) their PPE.
- Ensure that all ports of entry have sufficient supplies of required NMM and/or surgical masks.

References:

[When and How to Wash Your Hands](#)

[Quarantine Standard Operating Procedures](#)

[Protective Eyewear](#)

[Use of non-medical masks for CBSA employees](#)

Contact Information:

Any questions regarding this bulletin should be directed to your Regional COVID-19 Task Force or Corporate and Program Services Division who may, if needed, contact the Coronavirus Task Force via e-mail at CBSA.Corona_Virus_TF-GT_virus_Corona.ASFC@cbsa-asfc.gc.ca

Approved by: Afshin Shams, Director, COVID-19 Border Task Force

Effective Date: October 22, 2020

Updated:

Additional bulletins: